



ACCOMMODATION INFORMATION

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- The Lavender Hotel Marcinčák is a **non-smoking environment**.
- We provide accommodation **from 2 pm on the day of arrival until 10 am on the day of departure** (in the event of non-observance of the time of departure, the hotel is entitled to charge for another night).
- Accommodation fee is not included in the price. Payment will be made upon arrival at the hotel reception. The fee is set by the Mikulov Municipal Office at CZK 35 / person / day of stay. Other services, which are not part of the selected programme, can be additionally purchased on the spot.
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- In the event that the stay takes place in the period of two seasons, the price of the stay is valid according to the season into which more days fall into.
- The prices for accommodation do not include any insurance.
- The accommodated clients are governed by the Czech legal order on the basis of Czech law and the Accommodation Rules of the Marcinčák Hotel. The accommodated guest accepts the Accommodation Rules as a contractual condition of the accommodation and is obligated to comply with its provisions. Each guest is obligated to familiarise themselves with these Accommodation Rules, ignorance thereof will not be taken into account.

PAYMENT FOR ACCOMMODATION

- Wire transfer payment of payment in cash in CZK to bank account number: **210394829/300 KB** in the Czech Republic (IBAN: CZ38 0300 0000 0002 1039 4829, SWIFT: CEKOCZPP)
- Payment in cash.
- Payment using a payment card (VISA, MAES, AMEX, EC/MC, JCB, DC).
- It is always necessary to state the variable symbol as your name, surname, date of stay in the payment.
- Confirmation of payments received is sent by e-mail.
- The Client's stay can be fully or partially paid for by the employer, or another organisation. In this case, the Client shall state this fact when ordering the stay and the stay shall be invoiced to the ordering party on the basis of the order.

DISCOUNT GRANTING CONDITIONS

- The discount is provided from the basic price of the stay, which does not include additional services (extension with food, extension of the stay, etc.)
- The discount cannot be applied retrospectively.
- The guest shall specify the discount type for which he/she is entitled to and which he/she is requesting when ordering accommodation.
- Discounts do not apply to stays of children up to 15 years old.

The Client has the right to cancel the stay at any time, i.e. to withdraw from the agreement. The contractual relationship is cancelled and the participation is cancelled on the day when the Hotel is notified of the withdrawal (cancellation of the stay) in writing or in oral form. In this case, the Hotel has the right to charge severance/cancellation fees (a contractual penalty). The severance pay is payable immediately. After deducting the severance payment from the total cost of the stay, the customer shall be refunded the remainder of the amount paid.

CANCELLATION FEES

- **20–14 days prior to the commencement of the stay – 60%**
- **13–4 days prior to the commencement of the stay – 80%**
- **3 days prior to the commencement of the stay or should you not arrive at all – 100 %**

In case of cancellation of one of the two persons in the confirmed order of stay in a double room, the Client is obligated to pay the surcharge for the unoccupied bed in the amount of the price of the second person's accommodation in the double room.

PERSONAL DATA PROTECTION (GDPR)

- We obtain personal data from our guests and website visitors, which we process in accordance with Regulation (EC) No. 2016/679 of the European Parliament and of the Council of 27 April 2016