

Cancellation conditions

These cancellation conditions are valid for Hotel U Brány, Bří Lužů 1769, 688 01 Uherský Brod, Czech Republic.

Introduction

1. Cancellation conditions apply to the cancellation of the reservation of accommodation services made between the customer of accommodation services and the landlord (= hotel operator).
2. The cancellation fee is calculated from the total amount of the order.
3. The cancellation fee represents compensation for damage caused to the landlord.
4. The landlord reserves the right to issue an advance invoice, payable no later than 7 days before the stay. The deposit is 50% of the total part of the booked stay, unless otherwise agreed between the landlord and the customer.
5. In the event of cancellation of the stay, for which an advance payment has already been made and according to the cancellation conditions, the amount of the deposit paid is higher than the cancellation fee, the landlord is obliged to return the amount exceeding the cancellation fee.
6. In the event of premature termination or interruption of the stay without the fault of the landlord, the landlord is not obliged to return to the customer the price paid for the stay or its proportion.

Cancellation conditions applicable to the cancellation of the reservation by the guest

1. The landlord undertakes not to charge cancellation fees in case of cancellation within 15 days before the announced arrival.
2. If the reservation is canceled 14 - 7 days before arrival, 30% of the total price of the stay will be charged as a cancellation fee.
3. If the reservation is canceled 6 - 3 days before arrival, 50% of the total price of the stay will be charged as a cancellation fee.
4. In case of cancellation 2 and 1 day before arrival or on the day of arrival, 100% of the total price of the stay will be charged as a cancellation fee.
5. When shortening the length of stay, the same cancellation period applies as when canceling the stay.

6. The cancellation fee is a contractual penalty.

In case of cancellation due to unavoidable events (death in the family, hospitalization of the customer or a member of his family, serious illness, natural disaster), the cancellation fee is not charged. The customer is obliged to document the above facts in writing to the landlord no later than 3 days after their occurrence.

In case of cancellation for other serious reasons, it is possible to change the date by mutual agreement.

These cancellation policies apply to individual guests.

In case of non-payment of the deposit, from which the cancellation fees could be deducted, the landlord has the right to send the customer an invoice in the amount of cancellation fees.

Cancellation conditions applicable to the cancellation of the reservation by the guest

1. These conditions are valid and effective from September 1, 2020.
2. Relations between the customer and the landlord are governed by the provisions of these cancellation conditions.
3. Cancellation conditions only apply to confirmed written orders (eg e-mail).
4. Cancellation of the stay can be done by the landlord and the client only in writing (e-mail).
5. These business conditions continue even after the termination of the accommodation contract between the landlord and the customer.