



GENERAL TERMS AND CONDITIONS FOR ORDERING PARTY OF HOTEL THEATRE SERVICES

I. ORDERING STAYS IN THE HOTEL THEATRE

1. The ordering of a stay at Hotel THEATRE operated by SERGE FASHION E.K.J. s.r.o., ID 26784602, with its registered office: Riegrova 390/25, 772 00 Olomouc, VAT No. CZ26784602, company registered in the Commercial Register kept by the Regional Court in Ostrava, Section C, File 27150 (hereinafter referred to as the “Hotel THEATRE”), can be made by telephone, in writing (by post, e-mail) by filling in and submitting the form on the website or through external reservation portals such as www.booking.com, www.hotel.cz, and others..
2. The order for the stay is accepted by a written confirmation from the Hotel THEATRE.
3. The reservation and ordering of the stay can also be accepted and confirmed by providing a valid payment card number as a guarantee. If the service is not used, the fee will be charged according to the cancellation policy.
4. The online reservation is binding. For the scope of the contractually agreed services and prices, their breakdown is bound to the reservation confirmation.

II. BINDING RESERVATION

1. Binding reservation means the obligation of the accommodation provider to reserve for the accommodated party the arranged number of accommodation places for the agreed term and at the same time the obligation of the accommodated person to use this reservation at the agreed time or to pay a cancellation fee to the accommodation provider if he or she will cancel the reservation or make partial use of it.
2. Binding reservations means all reservations created through the form on the hotel’s website www.theatre-hotel.cz or through external reservation portals such as www.booking.com, www.hotel.cz, and others.
3. In the case of a binding reservation, the accommodation provider may require the advance payment of the deposit up to 100% of the total price.
4. Cancellation fees represent compensation for damage caused to the accommodation through the cancellation of a binding reservation.
5. The amount of the cancellation fee is subject to the cancellation conditions specified in the order conditions of the reservation and subsequently in the reservation confirmation.

III. PAYMENT CONDITIONS

1. The cost of the stay can be paid by the client at the reception of the Hotel THEATER upon arrival, on the day of departure or at any time during the stay upon request by the reception staff, either in cash or by credit/debit card.
2. The price includes an accommodation fee, which is collected at the amount stipulated by relevant legal regulations.
3. When paying for a stay reserved through an online reservation, you must proceed as follows: as a guarantee of an online booking, you must provide a payment card number or choose a form of bank transfer. The payment card details are available only to the hotel, in which the client reserves the room and the card will be used for pre-authorization.

4. In case that you have drawn on some other services or purchased products that the Hotel THEATRE paid for (such as mediated partner services), these amounts will be charged to you upon your departure.

IV. RIGHTS AND OBLIGATIONS OF THE CLIENT

1. By concluding an accommodation contract, the client acquires the right to regularly use the hired premises, the facilities of the accommodation enterprise, which can be used by guests regularly and without special conditions and for regular service. The client must exercise his/her rights in accordance with the accommodation rules.
2. The client has the right to complain about any deficiencies in the provided services. The complaint must be made in a timely manner, without undue delay, so that a remedy may be negotiated, if possible at the place itself. Making the complaint at the very place allows the immediate remedying of the defect, while it becomes more difficult, with time, to prove the objectivity of the assessment and to properly handle the complaint.
3. The client is obliged to pay the agreed price at the latest at the time of departure, including any additional costs incurred due to the specific services requested by the client him/herself or by the accompanying guests, including the legal value added tax.
4. The client guarantees compensation to the accommodation provider for any damage caused by him/herself or by a guest or other person who uses the services of the accommodation provider with the knowledge or according to the will of the client.

V. RIGHTS AND OBLIGATIONS OF THE ACCOMMODATION PARTY

1. The accommodation provider can, for example, can provide guests with adequate alternative accommodation (of the same quality) if acceptable to the contractual partner, especially if the difference in accommodation is negligible and materially substantiated. Materially substantiated means a condition in which the premises become unusable, where the guests in question receive an extended stay, where there are an excessive number of reservations or other important operational measures underlying this step have been performed. Any additional costs for substitute accommodation are at the expense of the accommodation provider.
2. The accommodation provider has the right to charge its service at any time or charge on a continuous basis.
3. The accommodation party is obliged to provide the agreed services to the extent appropriate to its standard.

VI. WITHDRAWAL OF THE CLIENT FROM THE CONTRACT, CANCELLATION OF CHARGES

1. The cancellation fee is stated in the order conditions of the reservation and then on the reservation confirmation.
2. Client must withdraw from the contract in writing the e-mail reception@theatre-hotel.cz or through the webform or the link directed toward the webpage where the reservation was created.
3. In case of reservation by phone or e-mail, the client is obliged to cancel the reservation only in writing the e-mail recepce@theatre-hotel.cz.
4. Upon non-arrival (non-stay) the client is charged a cancellation fee of 100% of the price of the ordered services.

VII. GIFT VOUCHERS

Purchased gift vouchers are unreturnable. It only applies for the period specified on the voucher. The voucher cannot be extended or exchanged for money or any other voucher.

VIII. CHANGE OF SERVICES

1. The services offered at the Hotel Theatre can change over the course of the year. The client is obliged to follow the current offer of services.
2. The accommodation provider does not provide any financial compensation for unused ordered services and for changes in ordered services during the stay (accommodation, meals, wellness services).

IX. FINAL PROVISIONS

The General Terms and Conditions shall enter into force on 1.1.2018. Changes and addenda to these terms and conditions may be made individually between the accommodation provider and the client solely in writing.