

General Terms and Conditions and Cancellation Terms (hereinafter referred to as the Terms)

1. Reservation of accommodation in APARTMENTS JOŽÁK

The reservation of accommodation in APARTMENTS JOŽÁK and confirmation of this reservation by the APARTMENTS is possible only in writing, i.e. usually by e-mail. The reservation confirmation is considered to be either an automatic e-mail confirmation generated by the relevant online reservation system or an e-mail confirmation directly from the reservation system of APARTMENTS JOŽÁK.

2. Cancellation of accommodation reservation in APARTMENTS JOŽÁK

Cancellation of a confirmed reservation can also be done only in writing, usually by e-mail. The exact method of cancelling a reservation is determined by the reservation system that was used for the reservation. When booking accommodation directly through the reservation system of APARTMENTS JOŽÁK, an e-mail with a notice of cancellation addressed to APARTMENTS JOŽÁK is considered a cancellation. When cancelling a reservation that has been entered through an external provider (e.g. Booking.com, Hotels.com, etc.), the reservation must also be cancelled through this external provider in the manner required by the external provider. In this case, a written cancellation to JOŽÁK APARTMENTS is not considered a proper cancellation.

3. Change of reservation in APARTMENTS JOŽÁK

The request to change the reservation, i.e. the transfer of the ordered services to another date is considered a cancellation of the original reservation according to point 2 of these Conditions and is governed by the same regime as the cancellation of the reservation.

4. Cancellation fees

In case of cancellation according to point 2 and 3 of these conditions, APARTMENTS JOŽÁK is, unless otherwise stated, entitled to cancellation fees under the following conditions: Cancellation 10 or more days before the date of arrival: FREE; cancellation 10 days (inclusive) or less before the start date of accommodation: 100% of the total booked price of accommodation in the cancelled reservation. Group bookings, i.e. bookings for several rooms, are governed by the individual conditions set out when such a booking is confirmed by APARTMENTS JOŽÁK.

5. Exposed dates

APARTMENTS JOŽÁK may set a special cancellation fee regime in the so-called top terms, i.e. the most attractive accommodation dates (e.g. New Year's Eve, public holidays, etc.). In these special cases, APARTMENTS JOŽÁK may require a non-refundable deposit to confirm the requested reservation. Such a deposit is non-refundable, i.e. the provisions on reservation in case of early cancellation according to point 4 of these Conditions do not apply. The guest will be notified in good time that the requested reservation is in the so-called top term when requesting a reservation, as well as that the standard conditions of these Cancellation Conditions do not apply to this reservation.

6. Client's non-arrival

If the client does not arrive at the booked date of accommodation and does not cancel his reservation in writing, the reservation is cancelled and the provisions of point 4 of these Conditions apply.

7. Check-in and check-out time

Check-in is possible from 3 pm, usually until 9 pm. In case of arrival later than 7 pm, the guest is obliged to notify the owner of APARTMENTS JOŽÁK by e-mail or telephone and to state the estimated time of arrival. In a case where the guest does not announce the time of late arrival, APARTMENTS JOŽÁK cannot guarantee availability of apartments. Early check-in is possible if the apartment is available, free of additional charge by agreement with the owners of APARTMENTS JOŽÁK. The guest is obliged to vacate the apartment (check-out) by 10am on the last day of a valid reservation. Later vacation of the apartment is possible only after prior agreement with the owners and is not guaranteed. These General Terms and Conditions are contractual and can be modified in special cases by another contract or agreement with the owners of APARTMENTS JOŽÁK.