

## **General Terms and Conditions (GTC) for Accommodation Services**

### **Operator / Accommodation Provider (“Landlord”):**

**Apartments 4U s.r.o.**, Bělehradská 858/23, Vinohrady – Prague 2, CIN 19414129, registered with the Municipal Court in Prague, file No. C 386197.

**Website:** [www.salvatoreprague.cz](http://www.salvatoreprague.cz)

These GTC govern the formation and performance of accommodation contracts between the Landlord and the Client (any natural or legal person who books or uses the services). The relationship is governed by the accommodation contract (including the reservation confirmation), these GTC and Czech law, in particular the Civil Code. In the event of any inconsistency, the specific terms set out in the reservation confirmation take precedence over these GTC.

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### **Article I.**

#### **Contract Formation**

1. **Indicative offers** - content on the website, intermediary channels and advertising is for information only and does not constitute a binding offer or a public promise.
  2. **Order** - by submitting the reservation form (or via another agreed method), the Client confirms that they have read and agree to these GTC and provides complete and truthful data (incl. CIN/VAT where relevant). The Landlord may reject an order at its discretion.
  3. **Reservation from the Landlord** - after verifying availability, the Landlord sends the Client by e-mail or via platforms used by the Landlord a **Reservation** with the parties' identification details, date of arrival/departure, number of nights, room type, list of guests, any discounts, total price, payment terms/instructions and any refundable security deposit.
  4. **Conclusion of the contract and status** - the contract is concluded when the Client accepts the Reservation and pays under the stated terms. Once the conditions are met, the Landlord issues a **Confirmed and Guaranteed Reservation**; if only a deposit has been paid and the balance is overdue, the reservation may be treated as **confirmed but non-guaranteed** (see Article VI).
  5. **Obvious errors** - the Landlord may correct typos, miscalculations (e.g., an obviously incorrect price) or other evident mistakes in offers / orders / reservations / confirmations.
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### **Article II.**

#### **Prices, Taxes and Currency**

**What the price includes.** The Reservation states the accommodation price (for the specified occupancy), the prices of ordered additional services and the total amount (incl. applicable taxes/fees, unless expressly stated otherwise).

1. **Price changes** - a unilateral increase during the Reservation period is not possible unless: (i) the Reservation changes (room type, persons, dates); (ii) discount conditions are not met; (iii) VAT rates / legal regulations change.

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2. **Local/municipal accommodation tax** - where relevant, a local accommodation fee per person per night is charged pursuant to Act No. 565/1990 Coll. and the applicable municipal ordinance; the amount and exemptions may change by decree.
  3. **Currency.** Prices are set and payable in **CZK** - if agreed, payment may be made in **EUR** at the Czech National Bank exchange rate applicable as specified in the Reservation or, for on-site payments, at the CNB rate valid on the day the service is used.
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### Article III.

#### Payments and Security

1. **Deposit** – the Landlord may require full prepayment or a deposit by the deadline stated in the Reservation.
  2. **Card guarantee and pre-authorisation** – for guaranteed reservations the Landlord may pre-authorise the payment card (up to the total stay and/or the deposit) to verify validity and funds; a pre-authorisation is not a final charge and is released by the issuing bank under its rules.
  3. **Payment methods** – according to the type of Reservation (typically by card or in cash at reception).
  4. **Non-payment** – missing the payment deadline entitles the Landlord to withdraw from the contract and apply the cancellation terms under Article VI. If the required deposit is not paid on time, the contract is not concluded.
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### Article IV.

#### Changes by the Landlord (Substitute Performance and Force Majeure)

1. **Equivalent alternative** – if it is not possible to provide the agreed service, the Landlord will offer equivalent or better accommodation/services or an alternative date and will inform the Client without undue delay. If the Client does not agree, they may cancel the affected service and, if applicable, withdraw from the contract with a refund of payments attributable to the cancelled part. In such a case no cancellation fees are charged.
  2. **Substitute performance** – if the Client agrees to substitute performance of equal or higher value, it is deemed proper fulfilment.
  3. **Force majeure / public measures** – the Landlord is not liable for changes caused by force majeure, decisions of public authorities or extraordinary, unforeseeable and unavoidable events.
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### Article V.

#### Client Cancellation, No-Show and Landlord's Withdrawal

1. **Cancellation windows and fees:**
  - **1–7 days before arrival or on the day of arrival:** 100% of the entire stay.
  - **No-show / early departure:** 100% of the ordered services; no compensation is provided.
2. **Form and effectiveness** – cancellations/withdrawals must be in writing and are effective upon delivery to the other party.
3. **Releasing the reservation (guest does not arrive):**

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- **Confirmed but non-guaranteed:** may be released after **17:00** on the day of arrival.
  - **Confirmed and guaranteed:** may be released after **10:00** on the day following the scheduled arrival.
4. **Refunds** – where a right arises, the Landlord will return payments received (after deducting fees/set-offs) within **10 days** of effective termination.
  5. **Withdrawal for breach** – the Landlord may withdraw from or terminate the contract immediately if the Client (or companions) materially breaches the contract, these GTC, the house/operating rules, legal regulations or good manners despite warning; cancellation fees apply.

**Consumer right of withdrawal (14-day “cooling-off” does not apply)** – for contracts for accommodation on a specific date, the consumer has no statutory right to withdraw within 14 days (§ 1837(j) of the Civil Code).

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## Article VI.

### Client’s Rights and Duties (Identification, Occupancy, House Rules)

**Rights:** to receive the ordered services; clear information; to cancel/withdraw in cases under the GTC/law; to transfer the reservation to another person by written notice (the new guest must accept the services/price; the original and the new Client are **jointly and severally** liable); to make a complaint (see Article VIII); protection of personal data under the law.

**Duties:**

- a) **Identification and registration** – present a valid ID/passport for all guests and complete/sign the registration card at check-in; report foreign nationals as required by law. The Landlord keeps a guest/house book and, where relevant, reports the accommodation of foreigners to the Police of the Czech Republic within **3 working days**.
  - b) **Occupancy limits** – do not exceed the maximum room occupancy; all persons must be registered at reception and paid for according to the price list. Exceeding occupancy or accommodating unregistered persons constitutes a material breach.
  - c) **Behaviour and quiet hours** – follow staff instructions, the house/operating rules and legal regulations; respect quiet hours generally **22:00–06:00** (or as posted).
  - d) **No smoking / e-cigarettes** – smoking (incl. e-cigarettes) is prohibited in all indoor areas by law; violation may lead to immediate termination of the contract and a special cleaning fee according to the price list.
  - e) **Safety** – comply with fire safety; do not bring hazardous items, cook with open flame or use high-load appliances not provided by the Landlord.
  - f) **Animals** – not permitted. In case of breach of this rule the Client is liable for any damage and additional cleaning.
  - g) **Damage and deposit** – the Client is liable for damage caused by them, their companions, visitors or animals; the Landlord may use the deposit and/or charge the guaranteed card; any shortfall must be settled by the Client without delay.
  - h) **Keys/cards** – loss or failure to return may be charged according to the price list
  - i) **Children/minors**. Minors must be accompanied by a legal guardian unless otherwise agreed (written consent may be required).
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## Article VII.

### Liability, Valuables, Parking

1. **Brought-in and stored items (Civil Code)** – the Accommodation Provider is objectively **not** liable for damage to items brought into areas reserved for accommodation;
2. **Safes and valuables** – in-room safes and/or a reception safe are available; we recommend storing jewellery, cash and documents there (for properly deposited valuables the above limit does not apply).
3. **Parking** – any parking near the accommodation facility is **not** a guarded car park; the Landlord is not liable for vehicles or items left in them unless expressly taken into custody.

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## Article VIII.

### Complaints and Alternative Dispute Resolution (ADR)

1. **Submitting a complaint** – report service defects **without undue delay** so they can be remedied on site; late claims may not be accepted.
2. **Time limit for handling** – consumer complaints must be handled **without undue delay**, no later than **30 days** from submission unless the parties agree a longer period. The Client is entitled to written confirmation of receipt and of the outcome.
3. **ADR (Alternative dispute resolution) in the Czech Republic** – out-of-court settlement of consumer disputes is ensured by the **Czech Trade Inspection Authority (ČOI)**, Štěpánská 567/15, 120 00 Prague 2, podatelna@coi.cz. The trader is obliged to inform consumers about ADR.

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## Article IX.

### Check-in / Check-out, Entry, Lost & Found

1. **Check-in from 14:00; check-out by 10:00.**
2. **Entry for inspection** – in the event of a reasonable suspicion of misuse or breach of rules or public order, the Landlord may enter the room to verify compliance.
3. **Lost & found** – found items are recorded and stored for a reasonable period (usually **3 months**); return is possible at the Client's cost; perishable items are disposed of earlier.

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## Article X.

### Personal Data, CCTV and Communications

1. **Data processing** – personal data are processed for the purpose of concluding and performing the accommodation contract, fulfilling statutory duties (incl. reporting of foreigners and administration of the local tax) and protecting legitimate interests (security), in accordance with **GDPR** and Czech legislation; details are set out in the Privacy Policy on the website.
2. **CCTV** – common areas may be monitored to protect property and safety; information incl. retention periods and contact details is provided in the on-site/online policy.

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3. **Commercial communications** – e-mail marketing is sent only with valid consent or under a statutory exemption and can be unsubscribed at any time.
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## Article XI.

### Communication, Amendments, Language, Law

1. **Form** – where written form is required, a letter, fax or e-mail is sufficient.
2. **Updates to the GTC** – the Landlord may amend these GTC electronically; the current version is published on the website.
3. **Language** – these GTC may be available in multiple language versions; in case of discrepancy, the **Czech** version (if provided) prevails.
4. **Governing law** – Czech law applies; the parties will first attempt to resolve disputes amicably.
5. **Effectiveness.** These GTC are effective from **1 August 2025** (as amended by this update).