

Terms and Conditions

accommodation booking at rotundaharrachov.cz

1. Seller

Jiří Kotaška, a natural person doing business under the Czech Trade Licensing Act, Company ID (IČO): 61217999 address: Vinařického 131/6, Praha 2, 128 00. Premises: Pension Rotunda, Rotunda 609, and Pension Klondajk, Nový Svět 549, both 512 46 Harrachov, Czech Republic. Contact: harrachov@jpk.cz, +420 776 300 036.

2. Prices and services

Indicative prices of accommodation and any additional services are stated in the Provider's promotional materials (website, printed documents, etc.). The price stated in the Booking Confirmation, which the Customer receives by e-mail immediately after completing the online booking (the "Confirmation"), is binding. The breakdown of services and prices in the Confirmation is binding. The Provider may, in cases beyond its control (e.g. force majeure), change the agreed conditions of the stay.

3. Delivery terms

Accommodation is provided on the dates and to the extent stated in the booking confirmation sent by e-mail. The unit is available from 2:00 p.m. on arrival day; guests vacate it by 10:00 on departure day. Prices are in CZK / EUR according to the selected currency.

4. Cancellation policy and payment

A deposit of 50 % of the total accommodation price is payable upon booking; the remaining 50 % is paid on arrival. The deposit is non-refundable – it is not returned if the guest cancels, does not show up or leaves early, and the remainder is no longer payable. If the Seller cancels the stay, all amounts paid are refunded in full.

5. Refunds

Money is refunded only where these terms or the law require it, i.e. if the Seller cancels the stay, in case of an erroneous or duplicate payment, or a justified complaint. The refund is made within 14 days to the payment card used for the payment. The non-refundable deposit under Article 4 is not refunded.

6. Dispute resolution

Complaints may be sent to harrachov@jpk.cz. Consumers may use out-of-court dispute resolution through the Czech Trade Inspection Authority, www.coi.cz. Czech law applies.

7. Privacy Policy (GDPR)

Guests' personal data is processed by the Seller named in Article 1 (the "Hotel") and by the operator of the online reservation system Resmaster, Resmaster Systems s.r.o., Company ID 26759136, contact admin@resmaster.eu, in accordance with Regulation (EU) 2016/679 (GDPR).

We process name, address, phone number, e-mail, stay and guest details, and data required by law for the guest register (date of birth, passport or ID number, visa number, nationality – Act No. 326/1999 Coll. on the residence of foreigners and Act No. 565/1990 Coll. on local fees). The Hotel does not receive or store the payment card number entered on the payment gateway; payments are processed by Global Payments Europe, s.r.o.

Purposes: handling the reservation, performing the accommodation contract, accounting and compliance with legal obligations, protection of legal claims. Data is kept for as long as necessary for these purposes and for the period required by law. It is shared only with processors under contracts

(reservation system, payment gateway, web and e-mail providers, accountant) and with public authorities where required by law; we do not transfer it to third countries.

You have the right of access, rectification, erasure, restriction, portability, objection, and to lodge a complaint with the Czech Office for Personal Data Protection (www.uoou.cz). Requests: harrachov@jpk.cz.

8. Validity

These Terms and Conditions form an integral part of the accommodation order and the Booking Confirmation.