

## **General Terms and Conditions Chalets Royal Tatranska Lomnica**

Business name: REX TRADE s.r.o.

Head office: Bočná 10, 040 01, Košice, Slovakia

Business address: Chalets Royal, Tatranská Lomnica 14740 and 14,739, Slovakia

ICO: 36217573

IC VAT: SK2021707435

Statutory representative: Ing. Melničák Vladislav - company manager

Company registered in the Commercial Register District Court Košice I., section: Sro, file no. 13625 / V

Financial institution: SLSP a.s.

Account number: SK39 0900 0000 0051 2639 9443

Swift code: GIBASKBX

Welcome to the online booking system, which is designed for clients of Chalets Royal (hereinafter "booking system" ). The terms "we", "our" and "Chalets Royal" refer to REX TRADE, s.r.o., with its registered office at Bočná 10, 040 01 Košice, IČO: 36217573, registered in the Commercial Register of the District Court of Košice I., Section: Sro, File 13625 / V (hereinafter referred to as "operator"). The term "you" refers to the user of the reservation system, the customer, or a person acting in a business relationship as a customer through an online or offline reservation system (email customer service).

### **Reservation System**

The use of the reservation system and all its integral parts is subject to the consent of the General business conditions for using the service (hereinafter referred to as "conditions"). By accessing this reservation system, you unconditionally agree to the terms. Please read the terms and conditions carefully in your own interest. If you do not agree with all terms, please do not use this site. Make sure you use the reservation system to frequently read the current version of the applicable conditions. We reserve the right at any time on our own discretion to change or otherwise modify the terms without notice and by your access agreement with the current conditions.

By using the reservation system, you guarantee that you are over 18 years old, you meet the conditions in accordance with the law, act on your own behalf, and you are legally liable for yourself and are entitled to create a legal contractual obligation. In accordance with these terms, you will use this site only in accordance with the terms for your own use or for the needs of other persons, in so far as this relationship is based on the legislation currently in force. We reserve the right, in our sole discretion, to deny anyone access to this reservation system and not to allow its related services, even without giving a reason, but mainly, but not exclusively, for violating these conditions.

These conditions apply equally to all non-binding inquiries as well as to binding hotel reservations through a worldwide reservation system. You will receive and agree to additional information and details due to their uniqueness separately during the individual booking dialogues.

The content of the service is the mediation and conclusion of an accommodation contract (hereinafter referred to as the "contract"), which arises immediately during the reservation between you and the operator. When shortening the stay according to the valid reservation, the hotel reserves the right to adjust the relevant price for accommodation, which is in a certain proportion to the shortened period of stay. According to conditions, the contract is concluded immediately during the reservation. A number is required from the client for this purpose credit card, the total amount for the reservation is immediately deducted from the client's credit card.

The reservation system of the website respects your privacy. Except for disclosure of data required by law or any relevant jurisdiction and disclosure of your name, email address, and credit card to complete the reservation, we will not make your personal data available to third parties without your consent. The reservation system currently uses the most modern systems for encrypting sensitive data.

### **Arrival Policy**

The standard reservation is basically held by a hotel until 20:00 local time. Even in the case of the obligation to pay for accommodation in advance by credit card, at non-arrival by 20:00 local time, a fee may arise; in this case, you must inform the accommodation of your late arrival during the booking dialogue. If this situation occurs without obvious communication with the hotel, or with the reservation department of the operator, the right to accommodation expires without compensation.

### **Cancelation Policy**

In the event of cancellation, this must be done immediately and immediately in your own interest. It is necessary to contact by e-mail: rezervacie@chaletsroyal.sk and request cancellation. The reception will confirm the cancellation and will contact you via e-mail (to the e-mail you provided to us for this purpose) confirming the cancellation.

The guest can cancel the reservation free of charge up to 30 days before arrival. The guest will pay 100% of the total price of the reservation if canceled up to 30 days before the date of arrival. If the guest does not arrive, 100% of the total price of the reservation will be charged. In case of cancellation in the TOP season (Christmas, New Year's Eve, Easter), the guest will pay 100% of the total price of the reservation without the possibility of a refund. In case of cancellation reservations directly at the hotel, the operator disclaims any responsibility for any inconsistencies resulting from this.

If the booking customer wishes to change an already made reservation, it is necessary to contact the hotel email with the request at rezervacie@chaletsroyal.sk, the operator is entitled to store personal data of the customer, due to confirmation of these changes by the hotel via e-mail. In case of changes in the reservation not confirmed by the operator by e-mail, the operator disclaims responsibility for any resulting irregularities. The operator is only responsible for the requested changes, confirmed by e-mail, which were clearly and clearly notified to him/her in time for the change to take effect. The operator makes changes according to availability and the operator disclaims any responsibility for any failure on its

part. If it is necessary to change the date after 7 days to the given reservation date, the hotel is entitled to charge an extra fee. If a longer cleaning time is necessary due to extreme dirt in the chalet, the operator is entitled to charge an extra fee.

The operator reserves the right to cancel reservations that are not covered by a valid credit card, as well as a reservation with incomplete, doubtful, or manifestly incorrect data of the booking person. All reservations are canceled upon prior contact, however, we reserve the right to cancel such a reservation in special cases without prior notice. This right also arises for people who have repeatedly had in the past the so-called "No-show" (non-accommodation without cancellation). In neither of these cases, there is a right to re-implementation of reservations.

### **Reservation Policy**

The usual international classification of a hotel according to stars is three stars, pointing to the hotel standard with respect to the hotel's own rating. Likewise, all hotel information and descriptions are based on the hotel's own data and suppliers in clearly marked cases of the reservation system operator. The operator is not responsible for hotel information and descriptions published in the reservation system. All prices are current, advantageous daily prices. Prices are highly competitive. All prices in the system are prices per room for your entire stay and are displayed including fees and taxes. The hotel reserves the right to cancel duplicate bookings.

In the so-called personal reservations, so-called telephone reservations, so-called e-mail reservations are essential to state personal data (name and surname, permanent residence, ID, or passport and e-mail address) and in any case the number credit card. The so-called personal reservation, resp. so-called telephone reservation, resp. so-called e-mail reservation is subject to consent with conditions.

It is not possible to make reservations, cancel them, and change data on behalf of third parties. The operator (the system) uses for the proper functioning of some inseparable parts of the system the so-called cookies. They are generated when the page is opened to verify the user's identity during his activity in the reservation system.

Slovak law applies.