

## **General Terms and Conditions**

The General Terms and Conditions (hereinafter referred to as the "Terms") of the Art Deco Imperial hotel operated by Special Tours Prague spol. s r.o., Panská 897/12, Nové Město, 110 00 Prague 1, Company ID: 00553557, VAT ID: CZ00553557, registered in the Commercial Register maintained by the Municipal Court in Prague, file number C 264, regulate the mutual contractual relationship between Special Tours Prague spol. s r.o. and the individual who orders the services (hereinafter referred to as the "Client").

### **1. Subject of the Contractual Relationship**

These Terms govern the provision of accommodation, catering, and related services to clients of the Art Deco Imperial hotel.

### **2. Formation of the Contractual Relationship**

The contractual relationship between the hotel and the client is established upon the hotel's confirmation of the booking. The booking may be made by phone, email, or through the hotel's online reservation system.

### **3. Description of Products/Services Offered**

The hotel provides accommodation services, catering, wellness, and other related services. A description of the services offered, their availability, and prices are provided on the hotel's website.

### **4. Contact Information**

The client can contact the hotel at Na Poříčí 15, 110 00 Prague 1, by phone at +420 246 011 600, or by email at reservation@hotel-imperial.cz. Contact information is also provided on the hotel's website.

### **5. Booking, Price, and Payment**

Bookings can be made by phone, email, or through the hotel's website. The prices of services are listed on the hotel's website and are subject to change. The guest is required to pay for accommodation and other services according to the agreed prices. Payment card details must be provided at the time of booking for the purpose of guaranteeing the reservation. The hotel reserves the right to pre-authorize the payment card. Payments are charged in Czech crowns according to the hotel's exchange rate.

### **6. Complaints Procedure**

The client has the right to file a complaint if the services provided are of insufficient quality. Complaints must be made without undue delay and will be addressed in accordance with applicable legal regulations.

## **7. Personal Data Protection**

The protection of clients' personal data is a priority for the hotel. Information on personal data processing is available on the hotel's website under the Personal Data Protection section.

## **8. Delivery Conditions**

The hotel primarily provides accommodation services. After creating an online reservation, the guest will immediately receive a booking confirmation via email. This confirmation contains all essential information regarding the reservation, including stay dates, room type, total price, payment terms, and cancellation policies.

## **9. Payment Terms**

Payment for ordered services can be made in cash, by credit card, online via a payment gateway, or by bank transfer. Bank transfer instructions will be sent to the client by email. All payments must be made in full and in accordance with the hotel's instructions.

## **10. Contractual Relationship**

The contractual relationship between the hotel and the client is established upon the hotel's confirmation of the reservation. This relationship is conditioned by the client's fulfillment of all payment obligations.

## **11. Withdrawal from the Contract and Cancellation Policy**

The client has the right to withdraw from the contract at any time before the start of the stay. The conditions for withdrawal and cancellation fees are governed by the rules specified in the booking confirmation. The hotel is entitled to charge cancellation fees according to the type of reservation.

## **12. Final Provisions**

These terms and conditions become effective on the day of their publication and are binding on all clients who use the services of the Art Deco Imperial hotel in Prague.