

General Terms and Conditions

These terms and conditions define relations between TENNIS HOTEL VITALITY, Inc. (hereinafter "Supplier") and the persons or partners (hereinafter "Client"), between whom there is no bilateral agreement.

I. Booking of accommodation, conference, catering and additional services (hereinafter "events")

1. Booking of accommodation or event can only be given in writing (e-mail, fax or the form sent through the website).
2. The booking is accepted in written confirmation by the authorized person of the Supplier.
3. Along with the confirmation, the Client receives the pro-form invoice in the amount of 50% of the total price according to the reservation. In case of non-compliance with the said the due date will lapse and the accommodation or event are automatically canceled.
4. Reservations of the accommodation can be also guaranteed by valid credit card.
5. By accepting the order, the Supplier is obligated to provide the event in agreeing range and quality. Own food and drinks can't be consumed on premises without prior written consent. Even if agreed by both sides the Supplier has right to charge "corkage charge" for bringing drinks and meals.
6. Client is responsible for compliance with the Czech legislation, especially the copyright, in particular when ordering music or other artistic program.
7. Client or designated responsible person is required to take over the agreed premises before the commencement of the event and return it in the same conditions.
8. In case that during the stay or event any damage is caused to the Suppliers (e.g. damages or loss of inventory, furniture, etc.), the Client is obligated to pay damages or costs incurred during the event. The damage is paid in actual purchase price.
9. Without the consent of the Supplier the Client is not allowed to install any technical equipment in these areas and must not interfere with the technical parameters and equipment used there.
10. The Client is responsible for observance with the health and safety laws, compliance with the fire and other laws of the Czech Republic. Valuables brought into the hotel in connection with the event the Supplier is responsible only up the extent of § 434/1 of the Civil Code.
11. All rooms in hotel Vitality are non-smoking. The Client should inform the participants of the events about this fact. In case of violation, the Supplier is entitled to charge a contractual penalty in the amount of 3.000,-CZK.
12. Using the hotel name and/or logo for media, printing, etc. is permitted only with prior written approval of the Supplier.
13. The usual check-in time is at 02:00 p.m. The usual checkout time for the Clients is until 12:00 p.m. on the day of departure. In case of a late checkout there is a charge according to the price list.
14. In case of confirmed, but unrealized reservation, hotel Vitality may charge a fee for unoccupied room capacity for the 1st night as a No-show.

II. Payment Terms

1. The price of an individual reservation is payed at the reception the day of arrival in cash or by credit card. We accept the most popular types of credit cards.
2. In case of the reservation for more than a night or in case of the organizing group accommodation or events the pro-form invoice will be issued by the Supplier (art. I, 3). The advance payment will be deducted from the definitive invoice (tax document). Any delay in the payment of pro-form invoice justifies the Supplier to withdraw from the booking. In case that the advance payment will be higher than the final amount, the overpayment will be refunded to the Client within 7 days from the issuance of final invoice. In case of the payment by a bank transfer, the due date is 14 days from the date of issue. Delayed payment of the invoice could be charged with interest on late payment of 0.05% of the outstanding amount for each day of the delay. Payment is also possible in cash or by credit card. The Supplier sets the limit for issuing an invoice 10.000,- CZK.

3. The Client is obliged to ensure that the responsible person is personally present during the event to confirm the range of services provided (in particular, conference and accommodation) and confirm all the exposed accounts related to the event.
4. If the accommodation is paid in cash or by credit card at the end of accommodation is required the warranty by credit card with prior authorization of the service.

III. Cost of services

1. Binding prices are determined on the basis of a written order of the Client, depending on the number of persons and range of the services required.
2. The order confirmed by the Supplier is usually supplemented with a calculation sheet that the customer accepts and returns back.
3. If the Client, after order confirmation, increases the number of participants, accept simultaneously a corresponding increase in the budget for these services.

IV. Cancellation Policy

1. Accommodation or event reservation could be canceled by the Client in full extent at least 15 days before the date of the event without a cancellation fee. If the Supplier does not receive a cancellation in writing within this period, could charge a cancellation fee of the total price as follows:
14-7 days prior to the date of the event by 25%
6-4 days prior to the date of the event by 50%
3 days or less before the date of the event by 100%
The Supplier is entitled to collect a cancellation fee of advances received.
2. In case of a reduction in the number of people already confirmed by the Client, more than 10% 3 days prior to the event, the Supplier reserves the right to charge 50% of the total calculated cost for each additional person canceled.
3. Early departures will be charged by a cancellation fee of 100% of the remaining amount.
4. For unused booked services and changes in the booked services during the stay or event, the Supplier does not provide any financial compensation.
5. All activities in the sports areas Vitality can be canceled at least 24 hours in advance at the hotel reception. Not canceled reservations will be charged to the Client in full.

V. Gift Certificates

1. Purchased gift certificates are non-refundable and valid only for the duration specified on the voucher, max. 1 year.

VI. Final Provisions

1. Personal data of the clients specified in the order can be used by the Supplier only to contractual relations.
2. Any complaint is provided by Complaints Procedure.
3. By accepting these General Terms and Conditions Client confirms that they were acquainted, their contents understood. He agrees and accepts them.

These General Terms and Conditions are valid from 1st of august 2013



Radek Němčík
hotel director