

RESERVATION CONDITIONS

All our prices are listed in CZK/EUR per room/night, including local fees and VAT of 12%.

A 100% prepayment is required on the day of reservation.

Individual stays are allowed for a maximum of 2 adults per room. A maximum of 1 child under 6 years may stay free of charge when sharing with two adults, but without entitlement to a bed.

Accommodation:

Check-in from 14:00

Check-out by 11:00

Changes are possible upon prior agreement.

Information about your stay

For further information regarding accommodation, reservations, payments, or cancellations, please contact:

Smarthotel Nezvalova Archa, Nezvalova 3, 779 00 Olomouc

Email: manager@nezvalovaarcha.cz

Phone: +420 736 532 211

Cancellation Policy

The stay must be paid online no later than on the day of reservation. If payment is not made, the reservation is automatically cancelled without compensation, and the provider has the right to offer the dates to other guests.

If the reservation is cancelled less than 24 hours before arrival, the client must pay 100% of the price of the first night.

Failure to pay for the stay is considered a breach of contract and represents a fixed compensation for damages due to withdrawal by the client.

No changes to the reservation are possible on the day of arrival or during the stay.

If the reservation is changed or shortened during the stay, a cancellation fee of 100% of the total stay will be charged.

TERMS AND CONDITIONS

Contracting Parties

a) Seller:

Smarthotel Nezvalova Archa, Nezvalova 3, 779 00 Olomouc
Operated by LAVZEN s.r.o., Ztracená 268/34, 779 00 Olomouc
Company ID: 06632726, VAT ID: CZ06632726
Registered at the Regional Court in Ostrava
(hereinafter referred to as the “seller”)
The supplier is a VAT payer.

b) Customer:

A natural or legal person (hereinafter “customer”).

I. GENERAL PROVISIONS

If a customer decides to book accommodation at Smarthotel Nezvalova Archa via the online reservation system, any contract concluded between the parties is governed by these Terms and Conditions. The guest is obliged to familiarize themselves with them.

By making an online reservation, the customer obtains the right to use the rented premises and facilities of the accommodation establishment in the usual manner. The customer must exercise these rights in accordance with hotel guidelines and house rules.

In the event of an obvious error in the reservation system, the customer acknowledges that such an error cannot be to the detriment of the hotel.

The customer has the right to complain about deficiencies in services provided. Complaints must be made without undue delay so that they can be resolved on-site whenever possible.

The customer is obliged to pay the full price for accommodation as stated in the reservation system no later than upon arrival, including any additional services requested and VAT. If a deposit has already been paid, the remaining balance must be paid upon arrival. Prices in foreign currencies are indicative and subject to exchange rate fluctuations.

The hotel may require valid credit card details to guarantee a reservation. By providing these details, the customer agrees that they may be used to secure the booking.

If the reservation is cancelled less than 24 hours before arrival or in case of a no-show, the hotel is entitled to charge the cancellation fee equal to the first night from the provided credit card.

For discounted rates, prepayment is required. These payments are non-refundable in case of cancellation or modification.

Discounts cannot be combined.

The customer is liable for any damage caused by themselves, accompanying persons, or animals and must report and compensate for such damage immediately.

II. RESERVATION POLICY

Accommodation prices include the local tourist tax, which is 50 CZK / 2 EUR per person per night.

Check-in: from 14:00

Check-out: by 11:00

Early check-in or late check-out may be charged up to 50% of the first night's price.

The guest must inform the hotel of any changes (including arrival time or cancellation) via email: manager@nezvalovaarcha.cz.

Payment is required before arrival. Exchange rates are indicative only.

The hotel reserves the right to request credit card details.

A child under 6 years without a bed stays free of charge.

Breakfast and additional services can be ordered.

III. CANCELLATION POLICY

Cancellations must be made via email: manager@nezvalovaarcha.cz

If cancelled more than 24 hours before arrival, no cancellation fee is charged.

If cancelled less than 24 hours before arrival or in case of no-show, a cancellation fee equal to the first night will be charged.

For further information, contact: manager@nezvalovaarcha.cz

In Olomouc, dated July 1, 2024