

## **General Terms and Conditions – Vitaneo Penzión**

### **1. Introductory Provisions**

1.1. These General Terms and Conditions (hereinafter referred to as “GTC”) regulate the rights and obligations between DD Spol s.r.o., Company ID: 56658613, registered office: Vitanová 395, 027 12 Vitanová (hereinafter referred to as the “operator”) and natural or legal persons (hereinafter referred to as the “guest”) who book and use accommodation services at the Vitaneo Guesthouse.

1.2. Accommodation is provided on the basis of an accommodation contract pursuant to § 754 et seq. of the Civil Code.

### **2. Reservation and Conclusion of Contract**

2.1. Guests may book accommodation:

- online via the operator’s website,
- in person at the Vitaneo Guesthouse.

2.2. The accommodation contract is concluded at the moment the operator confirms the reservation and the guest has fully paid the price of the stay.

2.3. The operator reserves the right to refuse a reservation in case of unavailability or non-fulfilment of conditions.

### **3. Payment Terms**

3.1. The guest is obliged to pay for the stay in advance by credit card, either:

- via online payment,
- or in person at the guesthouse.

3.2. All prices are inclusive of VAT, unless explicitly stated otherwise.

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

4.1. The guest may cancel the reservation free of charge no later than 14 days before the planned arrival.

4.2. In case of cancellation less than 14 days before arrival, or in the event of a no-show, a cancellation fee of 100% of the total stay price will be charged.

4.3. Cancellations must be submitted in writing – by email or in person.

### **5. Rights and Obligations of the Contracting Parties**

5.1. The operator undertakes to provide the guest with accommodation according to the confirmed reservation and of corresponding quality.

5.2. The guest is obliged to:

- follow the house rules,
- act considerately towards other guests,
- not damage the guesthouse's property.

5.3. The guest is liable for any damage caused to the guesthouse's equipment or property during their stay.

## **6. Liability for Damage and Loss**

6.1. The operator is not liable for damage or loss of the guest's personal property, unless it can be proven that it was caused by the operator's fault.

6.2. The guest is obliged to take proper care of their belongings and valuables.

## **7. Personal Data Protection**

7.1. The operator processes guests' personal data in accordance with the Personal Data Protection Act and the GDPR regulation.

7.2. Details on personal data processing are set out in the document "Privacy Policy," available upon request.

## **8. Final Provisions**

8.1. These GTC come into force on June 1, 2025.

8.2. The operator reserves the right to amend these conditions. Amendments take effect upon publication.

8.3. Any disputes shall be settled primarily by mutual agreement, otherwise before the competent court of the Slovak Republic.