

TERMS AND CONDITIONS FOR CLIENTS of Pension ALFA & Whisky Pub

I. BOOKING ROOMS

1. You can only book a room at Pension ALFA, Klokotská 107, Tábor (hereinafter also referred to as the 'Accommodation Provider') in writing (by email or by filling in and submitting the form on the website) or by phone.
2. The booking is accepted by written confirmation from the Accommodation Provider.
3. The Accommodation Provider may exercise their rights and comply with their duties under these terms and conditions through the establishment's authorised persons.
4. Reservations and bookings can also be accepted and confirmed following the indication of a valid credit card number as a guarantee. If a guest who has booked a room does not show up, a cancellation fee shall be charged according to the cancellation policy in Article II.3 of these terms and conditions.
5. Online bookings are binding. The description of the agreed services is binding for the scope of the services.

II. BINDING BOOKING

1. Binding booking denotes the obligation by the Accommodation Provider to reserve the agreed accommodation capacity for the guests for an agreed period of time and for the guest's to use the booking during the agreed period of time, or pay the Accommodation Provider a cancellation fee if they cancel or only partially use their binding booking.
2. In the event of a binding booking, the Accommodation Provider may require an advance payment equivalent to 30% to 100% of the total price.
3. Cancellation fees constitute compensation for damage caused to the Accommodation Provider as a result of the cancellation of a binding booking; the cancellation fee amounts to:
 - a) 0% of the price if the cancellation occurs 31 days or more before the date of arrival
 - b) 50% of the price if the cancellation occurs between 30 and 15 days before arrival
 - c) 80% of the price if the cancellation occurs between 14 and 7 days before arrival
 - d) 100% of the price if the cancellation occurs between 6 and 0 days before arrival.

III. PAYMENT TERMS

1. The room rates can be paid as follows:
 - a) in cash or by payment card at Pension ALFA's reception
 - b) by bank transfer to Pension ALFA's bank account well in advance before arrival
2. The rates do not include a fee collected upon each guest's arrival at an amount set by a generally binding decree of the competent municipal authority.

IV. RIGHTS AND OBLIGATIONS OF THE GUESTS

1. By entering into an accommodation contract, the guest acquires the right to the normal use of the designated premises, the accommodation establishment's facilities normally open to all

guests subject to no special conditions and to the regular service. Guests must exercise their rights in accordance with any Pension guidelines and rules (House Rules).

2. Guests are required to pay the agreed room rates, including the statutory value added tax, upon arrival at the latest. Any additional costs incurred on account of any special services requested by the guests shall be paid by the guests at the request of the Accommodation Provider.
3. Guests have the right to complain about any deficiencies in the provided services. Guests are required to make their complaint in time, without undue delay, so that a remedy can be agreed, preferably on the spot. On-the-spot exercise allows the deficiency experienced to be removed immediately, it being understood that the passage of time makes it more difficult to assess and properly handle the complaint in a conclusive and objective manner.
4. Guests shall be liable to the Accommodation Provider for any damage caused by themselves or by their guests or other people who use the Accommodation Provider's services with the Guest's knowledge or at the Guest's will.

V. RIGHTS AND OBLIGATIONS OF THE ACCOMMODATION PROVIDER

1. The Accommodation Provider may provide the Guest with adequate alternative accommodation (of the same quality) if this is acceptable to the contractual partner, especially where the difference in the room standard is insignificant and substantially justified. 'Substantially justified' refers to a situation where the room(s) has (have) become unusable, where the guests who have checked in extend their stay, where an excessive number of rooms have been booked or other important operational measures have been taken to justify such a step. Any extra costs for the alternative accommodation shall be borne by the Accommodation Provider.
2. The Accommodation Provider has the right to charge their services at any time or to charge them on an ongoing basis.
3. The Accommodation Provider is required to provide the agreed services at a level that corresponds to their standard.

VI. SERVICE CHANGES

1. The offered services may change during the year. Guests are required to follow the current service offer. Any changes in the conditions made after the binding reservation shall be notified by the Accommodation Provider upon arrival at the latest.
2. The Accommodation Provider shall not provide any financial compensation for unused services that have been booked and for any changes to the services booked during the stay.

VII. FINAL PROVISIONS

1. The personal data provided by guests in their room orders shall only be used by the Accommodation Provider for the purposes of the contractual relationship between the Accommodation Provider and the guest.
 2. These Terms and Conditions enter into force on 1 September 2016. Any changes or additions to these terms and conditions agreed individually between the Accommodation Provider and guests, as the case may be, must be made in writing.
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Privacy Policy Pension ALFA & Whisky Pub, as a data controller, collects and processes personal data for the purposes of bookings and guest management, invoicing and payments, marketing promotions and to meet demand. The data is intended for the Pension and its service providers. You have the right to clarification, questions, access and rectification to your data and the right to object to processing in writing at the following address: alfa@pensionalfa.cz.