



Cancellation policy

If the reservation is canceled on services for accommodation, renting lounges and seminar rooms and other services by the Customer, the Company under the castle, Ltd. is authorized to charge the following cancellation fees under the following conditions. The consumer (buyer) has the right under Section 7 of Act no. 102/2014 on the protection of consumers when selling goods or services on the basis of the distance (e-mail) to withdraw from confirmed order for the reservation of the following services provided by Hotel Podhradie within 14 days from the date of confirmation of reservation requested service. Withdrawal of such event is free and reservations are not binding for the Customer. In case of cancellation contracts in the period after the 14 day period, the Hotel Podhradie may to apply a cancellation fee in effect of cancellation conditions below.

Cancellation relating to individual accommodation reservation:

1. Cancellation of ordered services within 3 days prior to arrival - cancellation fee will apply.
2. Cancellation of ordered services 16 to 00 hours. the day of guest arrival - cancellation fee is 50% discount of the price for the first night.
3. Cancellation of ordered services for 16 00 hours. the day of guest arrival - cancellation fee 100% of the rack rates for accommodation for the first night and 50% cancellation fee for the second night stay client.

Cancellation relating to public accommodation reservation. Mass reservation means the number of people 5 and more:

4. Cancellation of accommodation reservation within 10 days prior to arrival - cancellation fee will apply.
5. Cancellation of accommodation during the 7-3 days prior to arrival - cancellation fee is 50% discount of the price for the entire period of booking.
6. Cancellation of ordered services 16 to 00 hours. the day of arrival guests - cancellation fee is 100% discount of the price for the first night and 30% cancellation fee for the second and each additional day booked a night stay clients.
7. Cancellation of ordered services for 16 00 hours. the day of guest arrival - cancellation fee 100% of the rack rates for accommodation for the first night and 50% cancellation fee for the second and each additional day booked a night stay clients.

Cancellation applicable to bookings lounges, seminar room and other services:

- In case of cancellation after the 14 day period, within the meaning of point A. before the actions the customer is liable to pay:
- In case of cancellation 30-8 day before the event the customer is required to pay 30% of the ordered services.
- Case of cancellation 7-1 day before the event the customer is required to pay 50% of the ordered services.
- In case of shares 24 hours or less before the procedure the customer is obliged to pay 100% of requested services.

The above cancellation charges apply to rental accommodation and training facilities, lounges and restaurants. Cancellation fees established through reservation systems are governed by the terms and conditions set by the operator reservation systems.

The reduction or remission of cancellation charges may decide director.