



## GENERAL TERMS AND CONDITIONS

### I. Parties to the contractual relationship

1. The parties to the contractual relationship in the provision of accommodation and other services are:
  - a) on the one hand POD HRADOM, s.r.o., with registered office at Považské Podhradie 250, 017 04 Považská Bystrica, ID No.: 36325341, registered in the Commercial Register of the District Court of Trenčín, Section: Sro, File No.: 13420/R (operation Hotel Podhradie, Považské Podhradie 250, 017 04 Považská Bystrica) (hereinafter referred to as the "hotel")
  - b) on the other hand, the clients, which may be:
    - natural persons: individuals, groups
    - legal persons: companies, travel agencies, internet intermediaries (hereinafter referred to as 'the client').
2. These General Terms and Conditions of Hotel Accommodation (hereinafter referred to as "GTC") form part of every contract (agreement) (hereinafter referred to as "contract") and client's order, the subject of which is the hotel's obligation to provide the client with accommodation and, where applicable, other services and the client's obligation to pay the agreed price for the services provided.
3. The provision of accommodation and other services by the Hotel may be ordered by the Client in person at the Hotel's reception, by telephone, in writing or via the booking portals and via the website [www.podhradie.com](http://www.podhradie.com). The order (reservation) must be confirmed by the hotel in writing via e-mail.

### II. Services and how they are provided

1. The hotel provides accommodation, catering, supplementary, conference and relaxation services, which are provided to the client for a fee.
2. The hotel provides services to clients within the scope determined by the valid price list. For accommodation and other services provided, the client is obliged to pay the price in accordance with the written confirmation of the order (reservation).

### III. Establishment of contractual relations for stays

1. The contractual relationship between the hotel and the client is based on:
  - (a) the client's order directly or through an intermediary
  - b) the signing of a specific contract (travel agencies, group stays, corporate agreements).
2. By concluding a contract, the hotel undertakes to provide the client with services in the agreed scope and quality. At the same time, the hotel is entitled to 100% of the price of the stay.

### IV. Accommodation services - individual orders

1. The contract is formed by the confirmation of the client's order (reservation) by the hotel.
2. If the client is interested in a guaranteed reservation, the hotel is entitled to require a deposit of the price of the accommodation for one night. The reservation is deemed guaranteed by the hotel when the deposit is paid.
3. The reserved rooms are available to the client from 14.00 on the agreed arrival day. The client has no claim to an earlier arrival (provision) of the reserved room, unless otherwise agreed.
4. The agreed price to be paid by the client and the agreed services of the hotel result from the confirmation of the order (reservation). Unless otherwise confirmed (agreed), the prices displayed at the reception and published on the hotel's website apply. The client is obliged to pay the hotel's applicable or agreed prices for the letting (provision) of the room and the additional services used by the client.
5. The hotel may further change the prices if the client additionally wishes to change the number of rooms booked, other hotel services or the length of stay and the hotel agrees to this.
6. By ordering (booking) the hotel services, the client agrees to the above cancellation conditions.

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7. The rooms must be vacated and handed back to the hotel on the agreed departure date by 10.00 a.m. at the latest, unless otherwise agreed in advance. The hotel may charge the client a fee of € 10 per hour for each hour in case of delayed vacating the room until 14.00. In case of late check-out after 14.00, the hotel may charge the client 100 % of the full price of the accommodation for 1 night without the client being entitled to the provision of the hotel service associated with the accommodation.

#### **V. Accommodation services - group bookings**

1. A group is defined as 5 or more persons who book accommodation together on the same arrival and departure dates.
2. The contract is formed upon confirmation of the order (reservation) by the hotel.
3. By ordering (booking) the services of the hotel, the group agrees to the above cancellation conditions.

#### **VI. Other provisions**

1. The hotel is liable for damage caused to items brought in or put away by or for the client, unless the damage is caused otherwise. Items brought into the premises which have been reserved for the accommodation or for the storage of belongings or which have been handed over to a member of the hotel staff for this purpose shall be deemed to have been brought in.
2. The hotel is obliged to allow the client to deposit jewellery, money and other valuables for safekeeping in the hotel safe at the hotel reception. If the client does not deposit valuables in the hotel safe at the hotel reception, the hotel is not liable for any damage caused by loss, misuse, damage, theft or otherwise.
3. The stay of the client in the hotel is further regulated by the Hotel Podhradie Accommodation Regulations, which are binding for the hotel clients.
4. If the Client provides the Hotel with any information about his/her payment or credit card, including its number, the Client agrees to its use by the Hotel. The hotel is entitled to use this card to satisfy the hotel's monetary claims against the client, i.e. payment of the agreed price for the services provided, cancellation fee and compensation for any damages.
5. The Hotel undertakes to use personal data on the basis of lawful grounds pursuant to Article 6(1)(b) (performance of the contract), (c) (fulfilment of a legal obligation), (f) (legitimate interest) of Act No. 18/2018. The personal data processing policy is available on the hotel's website [www.podhradie.com](http://www.podhradie.com).

#### **VII. Final provisions**

1. The GTC and the legal relations arising thereunder are governed by Slovak law.
2. The parties to the contractual relationship agree that if the client is not domiciled in the Slovak Republic, in the event of a legal dispute, the District Court of Trenčín shall have jurisdiction.
3. The GTC shall remain in force after the termination of the legal relationship between the client and the hotel until the full settlement of their mutual claims.
4. By ordering accommodation and possibly other services, cancelling the accommodation or staying at the hotel, the client confirms that he/she has read these General Terms and Conditions of Accommodation and agrees with their content.
5. The hotel reserves the right to change the GTC.
6. The GTC come into force on the date of their placement in accessible places in the hotel premises and publication on the hotel website and come into force on 01.01. 2024.

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