

# General Conditions

## I. Reservation Form

Non-committal reservation you may make through e-mail [ski-apartment@email.cz](mailto:ski-apartment@email.cz)

For binding reservations of accommodation, please, fill in the [reservation form](#).

Our operator will confirm your reservation within 24 hours and will ask you to pay the deposit or the total payment for the accommodation. By filling in the binding reservation the hirer confirms that has read, understood and that he agrees with the General Conditions. After you pay the deposit or the whole amount your reservation is binding and SKI APARTMENT will send you voucher for accommodation via e-mail.

## II. Conditions of the Stay

**The stay in the apartments begins every Saturday between 4 to 6pm.** In case of late arrival after 7pm it is important to inform the contact person by telephone and also to pay extra charge fee of 10 EUR. At the end of the stay the apartments must be cleaned up and checked out between 9am and 10am. In case of late check out there will be extra charge 25 € per hour. All apartments are non-smoking. **Our accommodation cycles in the main season are from Saturday to Saturday only!** In the main winter and summer seasons it is not possible to rent the apartments for just a weekend.

## III. Payment Conditions

The reservation will be "held" in SKI APARTMENT Agency till the deposit or the agreed amount is paid. However, maximum is 1 week then the reservation automatically expires. In case the reservation is done 30 days before arrival or the stay is shorter than 1 week then the whole amount for the stay must be paid immediately. After the agreed amount is received, SKI APARTMENT will send the voucher for your stay and thus guarantee the accommodation in the apartment.

## IV. Rent Price

The prices are negotiated and are listed in the actual [price list](#). The price includes accommodation, electrical energy, heating, water supply. **The price does not include health and cancellation insurance, transport, local spa tax, parking, bed linens, towels, bath sheets and toilet-set (soap, toilet paper), final cleaning or board.** The meals may be prepared in the kitchenette in the apartment, or it is possible to preorder breakfast, lunch or dinner in the near restaurant. It is also possible to reserve other local services, such as, garage and guarded parking, ski rent, ski school etc.

In case of additional discounts and LAST MINUTES prices posted after the reservation date of the hirer, this does not make any right for such discounted price for accommodation.

On arrival day, a **refundable deposit** 100 € must be paid at the reception which will be returned back the last day if there is no damage and equipment loss in the apartment. At the same time the guest will also pay a **local tourist tax 19 CZK / person / day** and children up to 15 years of age 4 CZK / child / day, **bed linens**, towels, bath sheets and toilet-set (soap, toilet paper) **8 € / stay** and the **final cleaning 12 € / stay**.

## V. Cancellation

When the customer withdraws from the contract the **reservation fee is NOT refundable**.

In case of accommodation cancellation because of serious family problems, sickness or death we definitely **recommend concluding a cancellation contract** with any insurance company.

## **VI. Complaints**

In case of any objection against the accommodation (disagreeing with the general conditions in this contract) the customer must let his/her comments know as soon as possible **at the reception in writing**. The reception officer will take action. If the guest does not report his demands immediately he loses his claim to a possible indemnity later on. If the problem cannot be removed immediately the guest may give his complaint only in writing to SKI APARTMENT agent on the day of departure at the latest. The customer will be informed about the result within 30 days from the date of receiving the written complaint in SKI APARTMENT.