

# General Terms and Conditions

## I. Introductory Provisions

The contracting parties in the provision of accommodation and catering services by the Hotel SATEL\*\*\* Poprad (hereinafter referred to as the 'Hotel') are:

a) **SATEL-SLOVAKIA, s.r.o.**, Mnoheľova 825, 058 01 Poprad, Hotel Satel\*\*\* in Poprad, represented by: Ing. Peter Zemančík, Managing Director

ID : 31712797

VAT : 2020514903

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b) **Natural persons or legal entities** (hereinafter referred to as 'clients')

General Terms and Conditions (hereinafter referred to as 'GTC') regulate the rights and obligations of the parties. These GTC apply to all reservations and orders received and confirmed directly by the hotel. Exceptions are those orders and bookings where the parties agree in writing on other terms and conditions. The Client is only entitled to use the services of the Hotel if he/she agrees to the GTC.

## II. Method of ordering services

The hotel provides services to clients on the basis of a reservation or an order received in writing, either in person or electronically, or on the basis of an online reservation. All reservations and orders are subject to written confirmation by the hotel. In general, an unconfirmed order is not binding. Confirmation of the booking/order will be given to the client within 24 hours of receipt.

The order/reservation must contain the following information:

- Name and surname of the person to whom the services will be provided, or name and surname of the customer
- Number of persons to whom the services will be provided
- Duration of the services (start and end date)
- Description of the services ordered
- Method of payment (invoice, cash or credit card)
- In case of payment by invoice, invoicing details
- In the case of payment in cash or by credit card, payment card details as a guarantee of payment
- In case of online booking, phone number and email

## III. Accommodation of clients

The booked rooms are available to the client from 15:00 on the agreed day of arrival. Reservations for rooms that the client has not moved into by 10:00 p.m. on the agreed arrival day at the latest may be cancelled by the hotel and subsequently booked by other interested parties. This does not apply if a late arrival has been pre-arranged. The rooms must be handed over to the hotel by 10:00 on the agreed departure date at the latest.

Early check-in or late check-out is subject to hotel availability. The hotel may charge a fee for these additional services:

- Late check-out until 12:00: €30.00/room
- Late check-out until 16:00: 50% of the room rate / 1 night
- Early check-in until 10:00: 50% of the room rate / 1 night
- Early check-in from 10:00 to 15:00: 30,00€ / room

#### **IV. Prices and payment**

The prices offered are inclusive of all taxes and levies as well as service, unless otherwise agreed in a specific case.

The client agrees to pay a deposit of 80% of the booked services prior to arrival, based on the hotel's advance invoice, unless otherwise agreed in a specific case. Once the deposit has been paid, this provisional reservation will be considered binding. In the event that the deposit is not paid on time, the hotel reserves the right to cancel the reservation without prior notice.

The remaining 20% of the booked services will be paid by the client by card or cash on arrival. Upon written request of the client (especially companies/legal entities), it is possible to pay for the booked services after the departure of the client, at which time the hotel will issue an invoice due 7 days from the date of issue. The day of payment is the day the funds are credited to the hotel's account. In case of late payment, the hotel charges interest of 0.05% of the amount due for each day of delay, starting from the day following the due date of the receivable in question.

Any ambiguities denied by the hotel are not suspensive to the making of the payment or to the accrual of interest on late payment, if any. Such ambiguities shall be dealt with separately as a claim within a period of 14 days and shall be dealt with separately by credit note or invoice.

Invoices issued by the hotel may be paid in cash, by bank transfer or by credit card on the basis of the details provided by the client to make the payment. The hotel reserves the right to charge the client's credit card retrospectively for any discrepancies that are discovered after the client has left.

The price of meals in the hotel's restaurants must be paid in cash from time to time. It is not possible to write the consumption on the room and pay it upon departure.

#### **V. Cancellation policy**

Free cancellation of reservations and orders can be made at the latest 30 days before the agreed arrival date, or 45 days before the agreed arrival date in the case of reservations made during New Year's Eve (27.12. - 03.01.). In case of cancellation later, the hotel is entitled to the following cancellation fee:

##### **Cancellation fees apply to all stays except New Year's Eve**

30% of the price of ordered and confirmed services	29 - 21 days before the date of arrival
50% of the price of ordered and confirmed services	20 - 14 days before the date of arrival
80% of the price of ordered and confirmed services	13 - 7 days before the date of arrival
100% of the price of ordered and confirmed services	7 days or less before the date of arrival

**Cancellation fees valid for stays in the term New Year's Eve (27. 12. - 03.01)**

30% of the price of ordered and confirmed services	44 - 40 days before the date of arrival
50% of the price of ordered and confirmed services	39 - 30 days before the date of arrival
80% of the price of ordered and confirmed services	29 - 20 days before the date of arrival
100% of the price of ordered and confirmed services	19 and less days before the date of arrival

Cancellation conditions also apply if the number of rooms booked is reduced by more than 10%, unless otherwise agreed.

**VI. Guarantee of the number of attendees**

The client acknowledges that the hotel needs an accurate indication of the number of attendees and the choice of meals for those events where food will be served, no later than 2 working days prior to the event. This information is considered as a guaranteed minimum number that the hotel will bill the client.

**VII. Refreshments, meals brought by clients**

All refreshments served in the form of buffet tables and not consumed within the allotted time period will be taken away by the hotel staff within 2 hours from the start of serving, in accordance with EU hygiene regulations and standards at the latest. Due to strict hygiene procedures and EU standards, the hotel does not allow to bring and consume in the hotel brought food or to take out of the hotel food that was intended exclusively for consumption in the hotel. Unless otherwise arranged, there is a strict prohibition on bringing all types of beverages (alcoholic or non-alcoholic) into the hotel.

**VIII. Valuable items**

Valuable items such as cash, jewellery, technical devices and equipment (up to a certain size), etc. may be taken to the hotel safe. Otherwise, the hotel assumes no liability in the event of damage or theft.

**IX. Liability in case of damage**

The Client shall be liable for all damages caused to the Hotel by him or the Client's guests or other persons entrusted by him and shall compensate the Hotel in full for such damages. The Hotel shall be liable for damages for which the fault of the Hotel is clearly and demonstrably established, but in no case for damages caused by a third party. The Hotel shall be entitled to require the Client to take out appropriate insurance policies.

**X. Other Arrangements**

Advertising Material - The Client agrees to ask the Hotel for permission to place advertising materials and decorations. The premises in which the event will take place must not be damaged by advertising or decoration. Installation work must be carried out by professional

workers and must strictly comply with all legal safety regulations. All costs associated with assembly and dismantling shall be borne by the client.

The rental of the premises includes the preparation of the premises and their furnishing with the furniture available in the hotel. The rental of conference rooms does not include the rental of conference equipment (screen, projector, laptop, flipchart with paper and markers, sound system, etc.).

Technology and supervision - if technical work by external companies is required for the event, the costs incurred will be recharged to the client. Any external company may only carry out work or alterations to the Hotel's property with the written consent of the Hotel. For large events involving increased energy consumption, these costs will be billed to the client separately according to the actual consumption at the purchase price. If a hotel technician is required to be present and supervise during the event, each hour worked will be billed per worker.

Hotel Name and Logo - Use of the hotel name or logo for media, press, etc. is permitted only with the prior written consent of the hotel.

#### **XI. Cancellation of an event or reservation by the hotel**

The hotel shall be entitled to cancel a reservation or event if:

- The reputation and safety of the hotel and its guests will be compromised
- Extremely unexpected circumstances, for which the hotel is not responsible, make it impossible to carry out the reservation or event

#### **XII. Other Provisions**

The Hotel shall not be liable for injuries in leisure programs of any kind unless the Hotel acts grossly, negligently or intentionally.

Pets are not allowed in the hotel.

The found items are sent to the client by mail upon written request, with the client paying all associated expenses. The found objects are stored in the hotel for 6 months. At the end of this period, items of apparent value are handed over to the local lost and found.

The stay of guests in the hotel is further regulated by the Accommodation Regulations of the Satel\*\*\* Hotel in Poprad, which is binding for hotel guests without exception. In the event that any provisions of these General Terms and Conditions are or become invalid, ineffective or unenforceable, the validity, effectiveness and enforceability of these General Terms and Conditions shall not be affected thereby in respect of the others. By sending an order or booking, the client confirms his/her unconditional acceptance of these terms and conditions. These General Terms and Conditions shall come into force upon confirmation of the order or reservation by the Hotel.

Valid from 1.1.2025