

Cancellation Policy of Hotel Jiřinka

The person making the reservation agrees to the cancellation policy stated below and to the Accommodation Rules of Hotel Jiřinka (hereinafter referred to as the "Hotel"), which they became acquainted with prior to making the reservation:

- a) by providing the client's billing details for reservations made in writing through the Hotel's reservations department. After the client confirms the written offer, the Hotel will issue an advance invoice for 50% of the total accommodation price. The invoice is payable by the due date stated on the invoice. The reservation is guaranteed only after the advance payment has been received by the due date. Reservations without a paid advance deposit will expire and will be deleted from the reservation system after the invoice due date,

or

- b) by creating an online reservation via the Hotel Jiřinka website - www.hoteljirinka.cz, or by confirming a price offer sent by the reservations department and paying a 50% advance deposit online from the total accommodation price,

or

- c) by creating an online reservation via the Booking.com reservation portal. According to the conditions of this portal confirmed by the guest during the booking process, the Hotel will charge the total price of the stay to the credit card provided by the client, no earlier than 14 days prior to arrival.

The cancellation policy becomes effective for the person making the reservation on the date the order is confirmed by the reserving party - the confirmation of the order creates the reservation.

In the event of cancellation or modification of a reservation, the following fees apply:

- Cancellation or modification at least 15 days prior to the day of arrival - free of charge (entitlement to a full refund of the paid advance deposit).
- 14-0 days prior to the day of arrival - cancellation fee of 100% of the total price of the reserved accommodation; the entire paid advance deposit will be applied toward this fee.
- In the event of a no-show, the reservation is cancelled at the end of the day on which the guest was supposed to arrive, and the guest is not entitled to a refund of the advance deposit. In the case of a no-show, late arrival, or early departure, the full accommodation price will be charged.

For group reservations (3 or more rooms), special cancellation conditions apply as follows:

- A 50% advance deposit of the total accommodation price is required for group stays, based on an advance invoice. The remaining 50% of the accommodation price, including ordered meals and other services, is payable by the final invoice after check-out.
- Cancellation or modification at least 15 days prior to the day of arrival - free of charge (entitlement to a full refund of the paid advance deposit).
- 14-0 days prior to the day of arrival:
 - Cancellation or modification of accommodation capacity up to 10% of the total price - free of charge.
 - Cancellation or modification of accommodation capacity exceeding 10% of the total price - cancellation fee of 100% of the total value of the cancelled part of the reservation.
 - In the event of a no-show, the reservation is cancelled at the end of the day on which the group was supposed to arrive, and there is no entitlement to a refund of the advance deposit. In the case of a no-show, late arrival, or early departure, the full accommodation price will be charged.
- Meals (especially for schools and children) are not charged in the event of cancellation.

Cancellation must be made by the reserving party in writing, and the Hotel is obliged to confirm receipt of the cancellation in writing. Cancellation may also occur by failing to arrive for the stay.

Other Conditions

Children up to and including 3 years of age stay free of charge without entitlement to a bed or meals. A baby cot or bedding can be ordered for an additional fee through the reservations department.