

Cancellation Policy of Hotel Jiřinka

The person making the reservation agrees to the stated cancellation policy as well as to the accommodation rules of Hotel Jiřinka (hereinafter referred to as the hotel), with which they have familiarized themselves prior to making the reservation:

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

or

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

or

- c. by creating an online reservation via the Booking.com reservation portal. According to the terms and conditions of this portal, which the guest accepted during the booking process, the hotel will charge the total amount for the stay to the credit card provided by the client, no earlier than 14 days before arrival.

The cancellation policy comes into effect for the person making the reservation on the day the order is confirmed by them - confirmation of the order creates a reservation.

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

- cancellation or modification at least 15 days before the arrival date – no fee (full refund of the paid deposit)
- 14 - 0 days before the arrival date - cancellation fee of 100% of the total price of the reserved accommodation, with the full paid deposit 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 deposit. In case of a no-show, late arrival, or early departure, the full amount for the accommodation will be charged.

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

- For group stays, a deposit of 50% of the total accommodation price is required, based on a proforma invoice. The remaining 50% of the accommodation price, including ordered meals and additional services, is paid via a final invoice after departure.
- cancellation or modification at least 14 days before the arrival date (under standard cancellation conditions) - no fee (full refund of the paid deposit).
- **For group reservations, a 14-day cancellation policy before arrival applies; however, during certain selected periods, especially in times of increased demand (e.g. New Year's Eve), the hotel reserves the right to set a 30-day cancellation period before arrival. The group will always be informed of these conditions in advance when the**

reservation is confirmed.

- 14 days (30 days) - 0 days before the arrival date
 - In the event of cancellation or modification of reserved accommodation capacity up to 10% of the total price - no fee
 - In the event of cancellation or modification of reserved 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 guest was supposed to arrive, and the guest is not entitled to a refund of the deposit. In case of a no-show, late arrival, or early departure, the full amount for the accommodation will be charged.

- meals (especially for schools and children) are not charged in case of cancellation

Cancellation must be made in writing by the person making the reservation, and the hotel is also obliged to confirm receipt of the cancellation in writing; cancellation may also occur by the guest failing to arrive for the stay.

Other conditions

Children up to 3 years of age (inclusive) 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 reservation department.