

GENERAL TERMS AND CONDITIONS

for use of gift vouchers

ART DECO IMPERIAL HOTEL

Na Poříčí 15, 110 00 Prague 1

www.hotel-imperial.cz, info@hotel-imperial.cz, Tel: +420 246 011 600

Operated by Special Tours Prague, spol. s r. o.,

Panská 897/12, Nové Město (Prague 1), 110 00 Prague,

IČ 00553557, DIČ CZ00553557

issues the following terms and conditions:

The gift voucher works on a prepaid service basis. Upon gift voucher purchase, customer chooses the service that will be utilized. Later changes of purchased services are not possible.

Voucher validity is 12 months from the date of purchase, unless a specific redemption date is stated (e.g. date of stay). The exact validity date is stated on the voucher.

Payment of the gift vouchers takes place online or by bank transfer.

For online payment you will be redirected to the secure payment gateway, where you enter your card details and process the payment. You will receive the gift voucher by e-mail immediately after the payment is received by the hotel.

If bank transfer payment is selected, kindly expect 2-3 business days delay to execute your order. The amount must be received net of any bank transaction fees. We send you an electronic voucher to your e-mail after the payment is received on our account.

The voucher can be used on any date during the validity of the voucher, according to the capacity of the hotel and after confirmation of the hotel. It cannot be used on the nights of December 30th, December 31st and January 1st. Should the voucher not be used during its validity period, it will be forfeited with no compensation. The hotel is entitled to refuse a reservation based on a voucher.

You can change the voucher based reservation free of charge until 6pm two days before arrival, directly with the hotel's reservation department: reservation@hotel-imperial.cz, Tel: +420 246 011 663. You can only change the date once. If cancelled after 6pm two days before arrival, or if you do not arrive, the voucher will be forfeited in full.

The gift voucher cannot be exchanged for cash and is not replaced in case of loss.

Information on the processing of personal data:

Information on the processing of personal data can be found on the hotel's website – on below link: <https://www.hotel-imperial.cz/en/privacy-policy/>

Complaints Procedure

The client has the right to file a complaint if the services provided are of insufficient quality. Complaints must be made without undue delay and will be addressed in accordance with applicable legal regulations.

Following the amended Act No. 634/1992 Coll. on Consumer Protection, the accommodated guest shall have the right to file a motion for out-of-court settlement of dispute with the designated entity in charge of out-of-court consumer dispute settlements, which is:

The Czech Trade Inspection Authority (CTIA)

Central Inspectorate - ADR Department

Štěpánská 15, 120 00 Praha 2

E-mail: adr@coi.cz Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body monitoring consumer protection, acting in pursuance of Act No. 64/1986 Coll., The Czech Trade Inspection Authority Act as amended, and additional legal regulations. The Czech Trade Inspection Authority's website is www.coi.cz.

In conformity with the provision § 1837 item j) of the Act No. 89/2012 Coll., Civil Code, no right of withdrawal from the accommodation contract shall arise for the accommodated person as being a consumer as long as the accommodation facility provides the contractual performances within the designated deadlines.