

General Terms and Conditions

of the service provider ZÁMOK VÍGLAŠ s. r. o., with its registered office at Kremnická 24, 851 01 Bratislava, Company ID: 35 967 641, registered in the Commercial Register of the Bratislava II District Court, Section Sro, Insert No.: 38543/B, place of business: Hotel Grand Víglaš, Zámocká 602, 962 02 Víglaš

I. Definitions and Introductory Provisions

The purpose of these General Terms and Conditions (hereinafter referred to as the “GTC”) is to establish the legal framework and regulate the rights and obligations between the contracting parties when providing the Services (as defined below). The GTC are drawn up in accordance with § 273 paragraph 1 of Act No. 513/1991 Coll., the Commercial Code, as amended (hereinafter referred to as the “Commercial Code”).

The GTC form an inseparable part of every Agreement and/or reservation on the basis of which the Operator provides Services to the Client and the Client pays a fee for the provided Services. Deviating agreements regarding the Agreement and/or Reservation and their possible amendments shall take precedence over the wording of the GTC.

Definitions

1. The Hotel refers to the accommodation facility under the name Hotel Grand Víglaš, located at Víglaš 602, 962 02 Víglaš, operated by the company ZÁMOK VÍGLAŠ s. r. o., with its registered office at Kremnická 24, 851 01 Bratislava, Company ID: 35967641, Tax ID: 2022099926, VAT ID: SK2022099926, registered in the Commercial Register of Bratislava III District Court, Section Sro, Insert No. 38543/B, phone number: +421 45 52 45 795 (hereinafter referred to as the “Operator” or the “Hotel”).
2. The Client refers to a natural or legal person who concludes a service agreement with the Hotel or sends the Hotel a binding Reservation, or on whose behalf the Organizer concludes a service agreement or sends the Hotel a binding Reservation.
3. The Organizer is a natural or legal person who organizes, technically arranges, or otherwise facilitates an event or group reservation on behalf of or for the account of the Client and for that purpose enters into a contractual relationship with the Hotel.
4. The Contracting Parties are the Hotel and the Client.
5. Early check-out refers to the Client’s premature departure and termination of stay at the Hotel before the agreed departure date.
6. Early check-in refers to the Client’s arrival and check-in at the Hotel before 2:00 p.m. on the agreed day of arrival.
7. Late check-out refers to the Client’s delayed departure and end of stay at the Hotel after 10:00 a.m. on the agreed day of departure.
8. No-show refers to the Client’s failure to arrive for their stay at the Hotel without cancelling the reservation of Services.

9. Pre-authorization refers to the withholding of the Client's funds on their payment card.
10. Service means any services provided by the Hotel, including but not limited to accommodation, catering, conference services, and wellness services.
11. The contractual relationship between the Hotel and the Client for the provision of Services may be established in the form of:
 - a written Service Agreement (hereinafter referred to as the “Agreement”), or
 - written or email confirmation of the Reservation by the Hotel.
12. Force majeure (Latin vis maior) means an event that occurs independently of the will of the Hotel and prevents it from fulfilling the Services for the Client, provided that it cannot reasonably be assumed that the Hotel could have averted or overcome such an event or its consequences, or that the Hotel could have foreseen such an event at the time the obligation to the Client arose.
13. A Group generally refers to a group of 10 (ten) or more people (or a reservation of at least 10 (ten) rooms occupied by one or two persons each), who jointly reserve Hotel Services or who reserve Hotel Services for the same period.
14. An Event refers to a social gathering attended by a larger number of Clients, typically 10 (ten) or more persons, which involves the provision of multiple types of Hotel Services.
15. The Hotel Price List is the list of room rates and other Services valid at the time of concluding the Agreement, making the Reservation, and/or at the time the Services are provided.
16. The Accommodation Regulations is a document issued by the Hotel that outlines the terms and conditions of accommodation at the Hotel. It is available at the Hotel reception and on the Hotel's website www.grandviglas.com and becomes binding for the Client upon check-in at the Hotel.
17. The Complaints Procedure is a document issued by the Hotel that regulates the conditions for submitting complaints regarding Services provided by the Hotel. It is available at the Hotel reception and on the Hotel's website www.grandviglas.com and becomes binding for the Client upon check-in at the Hotel.
18. Promotional Stays refer to special offer stays such as last-minute, first-minute, etc., that are listed by the Hotel as “Promotional Stays”.
19. Corkage fee refers to the charge for bringing a bottle of wine, beer, or other alcoholic beverages including spirits. If the volume of the bottle or container exceeds 1 liter, the corkage fee is charged per liter or per person, according to the agreement with the Hotel.
20. The informational obligations of the Hotel pursuant to § 5(1)(e) and (g) of Act No. 108/2024 Coll. on Consumer Protection and on amendments to certain laws are fulfilled in the Hotel's Complaints Procedure, which is published on the website www.grandviglas.com and available at the Hotel reception.
21. By making a Reservation, the Client confirms their agreement with these GTC.

22. The Hotel reserves the right to amend these GTC. The requirement for the GTC to be in written form is fulfilled by publishing them on the Hotel's website www.grandviglas.com.

II. Services

1. By entering into the Agreement, the Hotel undertakes to provide the Client with Services to the agreed extent, in particular as stated in the Agreement, and of the agreed quality. The Client is obligated to pay the Hotel the agreed price for the Services, as well as to compensate for any damage caused in connection with the use of these Services.
2. The Hotel provides accommodation services under the following conditions:
 - a) Based on the Agreement, the Hotel is obligated to make the reserved room type available to the Client for temporary use from 2:00 p.m. on the agreed day of arrival. The Client is entitled to early check-in only if expressly agreed with the Hotel when concluding the Agreement;
 - b) The Client is not entitled to a specific room in the Hotel unless otherwise specifically agreed with the Hotel;
 - c) The Client is obligated to vacate and leave the room no later than 10:00 a.m. on the agreed departure date, unless otherwise agreed in advance between the Contracting Parties.
3. In the case of late check-out, the Hotel is entitled to charge the Client the following fees:
 - a) €20 (twenty euros) for check-out by 12:00 p.m. on the agreed departure date;
 - b) €40 (forty euros) for check-out by 2:00 p.m. on the agreed departure date;
 - c) €80 (eighty euros) for check-out by 5:00 p.m. on the agreed departure date;
 - d) 100% (one hundred percent) of the room rate listed in the Hotel's Price List for check-out after 5:00 p.m. on the agreed departure date. The Client is obligated to pay these charges without acquiring any entitlement to additional Hotel Services related to accommodation.
4. In the case of early check-in, the Hotel is entitled to charge the Client the following fees:
 - a) The full price of accommodation for the previous night if arrival is before 12:00 p.m.;
 - b) €20 (twenty euros) for arrival between 12:00 p.m. and 2:00 p.m.
5. If the Client does not check in at the Hotel by 10:00 p.m. on the agreed arrival day, the Hotel is entitled to assign the reserved room to another Client, unless otherwise agreed between the Contracting Parties.
6. Upon arrival and check-in, the Client is obligated to immediately inspect the room and report any deficiencies, discrepancies, or objections to the Hotel reception immediately upon discovery. The same procedure applies if the Client notices any



damage to the room or its furnishings. If the Hotel discovers damage to the room or its inventory after the Client's departure without the Client having reported it, the Client is obligated to fully compensate the Hotel for the damage.

7. The Client agrees to comply with the Accommodation Regulations of the Hotel, which are published on the website www.grandviglas.com and available at the Hotel reception.
8. The Hotel shall not be liable for failure to fulfill Services ordered by the Client due to Force Majeure.

III. Reservation of Services

1. A reservation refers to the Client's binding reservation of Services made through the Hotel's website www.grandviglas.com, through another booking system (e.g., booking.com, expedia.com, etc.), via email at reservations@grandviglas.com or repcia@grandviglas.com, or in the case of events, via a written order or email sent to the responsible Hotel staff member.
2. The order must include:
 - a) The Client's full name or company name,
 - b) The date of stay or event,
 - c) Number of guests (number of adults and children, including ages),
 - d) Contact details (phone number, email address),
 - e) The Client's permanent address or the company's registered office,
 - f) Scope of ordered services,
 - g) In the case of group bookings, the method of payment for the ordered services.
3. Based on the order, the Hotel will issue a reservation confirmation including a pro forma invoice, and send it to the Client in written or electronic form.
4. If the Client makes an online reservation of Services, any changes may be made:
 - a) Through the Hotel's reservation department: reservations@grandviglas.com or repcia@grandviglas.com
 - b) In writing via registered mail sent to: Hotel The Grand Víglaš, Víglaš 602, 962 02 Víglaš.
5. When requesting a change to an existing online reservation, the Client must always provide the reservation number received during the online booking process and sent to the email address provided by the Client.
6. If the Client requests a change to an existing reservation that cannot be accommodated due to capacity or other operational reasons, the Hotel will make every effort to meet the Client's request. However, the Hotel is not obligated to accept the requested change to the online reservation, and the Client is not entitled to any compensation or other claims against the Hotel if the requested change cannot be fulfilled.



7. In the case of Promotional Stays, the number of accommodation units (rooms) allocated is limited, and the Client has no right to claim accommodation under a Promotional Stay offer.

IV. Service Prices and Payment Terms

1. The Client is obligated to pay the Hotel the agreed price for the provided Service. This also applies to Services the Hotel provides to third parties upon the explicit request of the Client.
2. If no price has been agreed upon in the Agreement between the Contracting Parties, the Client shall pay the price listed in the Hotel's Price List valid at the time the Service is provided.
3. Prices will be determined according to the currently valid price lists. The price lists are published on the website www.grandviglas.com and are also available at the Hotel reception or relevant Hotel departments.
4. The price stated in the reservation confirmation is binding.
5. The prices for Services listed in the Hotel's Price List are final and include VAT, but do not include local taxes, which the Client must pay upon final settlement at check-out.
6. The Client is not entitled to a price reduction if a promotional accommodation rate is published after the reservation has been confirmed. Discounts and special offers cannot be combined or accumulated.
7. On the day of check-out, the Client is obliged to settle all ordered and used Services at the reception either in cash or by payment card, unless invoice payment was agreed with the Client in advance.
8. The Hotel may change the price of Services compared to the Price List if the Client, with the Hotel's consent, subsequently changes the number of reserved rooms, the scope of Services, the duration of the stay, or other conditions.
9. When concluding the Agreement, the Hotel is entitled to request an advance payment from the Client. The Hotel has the right to request an advance payment of up to 100% of the price of the ordered services, payable within 15 days of the reservation confirmation. The reservation becomes binding only after the payment has been received in the Hotel's account. The advance payment can be made in the following ways:
 - a) Online by payment card,
 - b) In cash or by credit card at the Hotel reception within the legally required timeframe,
 - c) By bank transfer to the Hotel's account (use the reservation number as a variable symbol).

Bank details: Fio banka, a. s.

IBAN: SK63 8330 0000 0023 0205 2526

BIC / SWIFT: FIOZSKBAXXX

All bank charges shall be borne by the Client.

10. Unless otherwise agreed in advance between the Contracting Parties, the basis for invoicing the reserved and used Services by the Client is a tax document in the form of an invoice or final bill, supplemented—if paid by card or in cash—by a receipt from the cash register. These will be issued, in the case of individual clients, on the Client's departure day or the day the Service was used. In the case of a Group, where invoice payment was agreed in advance, the invoice will be issued within 14 days from the departure date or the day the reserved Service was used.
11. The invoice must contain all the requirements stipulated by the applicable legal regulations of the Slovak Republic. The due date of the invoice may be 14 (fourteen) days from the date of issue, if it was not paid by card or in cash. In the case of a bank transfer, the invoice is considered paid on the day the relevant amount is credited to the Hotel's account indicated on the invoice.
12. In case of late payment by the Client for the provided Service, the Hotel is entitled to charge the Client statutory late interest in accordance with the applicable laws of the Slovak Republic.

V. Additional Provisions – Events

1. The scope of Services provided by the Hotel in connection with the organization of an event is specified in the Agreement and/or Reservation. If the Services have been agreed upon by the Contracting Parties but have not been precisely and/or clearly specified, the Hotel is entitled to provide the Services to the Client (Organizer) at its own discretion, within the agreed overall price calculation.
2. The Hotel is obligated to provide the agreed Services properly, on time, and in the usual quality for the number of event participants, according to the conditions specified in the Agreement and/or Reservation by the Client (Organizer). The quality of the provided Services depends on the cooperation of the Organizer, particularly in adhering to the agreed factual and time schedule of the event.
3. To ensure proper preparation of the event, the Client is obliged to inform the Hotel of the final number of participants no later than five (5) calendar days before the event.
4. A change in the number of event participants by more than 10% compared to the originally reported number must be agreed upon with the Hotel in advance. In such a case, the Hotel reserves the right to unilaterally change the price for the reserved Services and/or change the reserved event premises and/or adjust the agreed standard and/or technical equipment of the event premises. If the Client requests a change in the scope of Services, the Hotel will accommodate the request according to its operational possibilities and will act with due commercial care. However, the Client (Organizer) has no legal entitlement to the requested change in scope.
5. If the number of participants exceeds the originally reported number, the Hotel is also entitled to recalculate and change the agreed price, whereby the actual number of participants will form the basis for final invoices.
6. If the number of participants is lower than originally reported, the Hotel will still charge the agreed price for the Services.



7. For events that extend beyond 12:00 a.m. (midnight) and if the agreed price does not already account for this extended duration, the Hotel may charge an extended operating fee of €90 (ninety euros) for each hour started after midnight.
8. The Client is not allowed to supply the event with their own food or beverages and/or bring food or beverages to the event without prior written consent from the Hotel. In such cases, the Hotel will charge a service surcharge or corkage fee according to the Hotel's Price List.
9. The Client is obliged to pay for any food and beverages ordered by event participants beyond the agreed scope of the reservation and total price estimate.
10. The Client is also obliged to pay for any Services ordered by event participants beyond the agreed scope of the reservation and total price estimate for Services.
11. The Client must notify the Hotel at least 45 (forty-five) days prior to the event if the event is likely to attract public attention, disturb public order, or restrict or endanger the interests of the Hotel or other Hotel Clients. The Hotel is entitled to take appropriate measures to prevent such situations, and the Client and event participants are obliged to comply with these measures.
12. If the Hotel procures technical or other equipment from third parties on behalf of the Client, it does so in the name and on behalf of the Client. The Hotel assumes no liability to third parties, and any claims by such third parties regarding the use of the equipment are to be directed solely to the Client.
13. The use of the Hotel's electrical network by the Client's or participants' own electrical, electronic, or technical equipment beyond standard usage requires the Hotel's prior written consent. The Hotel reserves the right to charge additional fees for the use of devices that significantly increase energy consumption or the Hotel's operating costs. The Client must ensure the compatibility of their equipment with the Hotel's infrastructure and operate it in compliance with fire regulations.
14. The Client is fully responsible for any malfunction or damage to the Hotel's technical equipment caused by devices as outlined in Article V, point 12, and is required to cover the costs of restoration. The Hotel is entitled to have its staff or third parties inspect such equipment and take preventive or corrective actions, which the Client and event participants must allow and cooperate with.
15. The Client is responsible for the safety of any technical, electronic, or electrical devices used.
16. Any decorative materials or other items brought into the Hotel must comply with fire safety regulations and be used accordingly. To prevent potential damage, the prior consent of the Hotel is required for bringing in, installing, or placing any items exceeding standard use.
17. Exhibition and other items brought in must be removed immediately after the event. If the Client fails to remove these items and leaves them in the Hotel premises, the Hotel is entitled to charge the Client rent for the event room until the items are removed. The Hotel is also entitled to remove and store the items at the Client's expense, without this constituting a deposit or safekeeping agreement.



18. Small pets are allowed only with prior approval and in designated rooms. Pets are not allowed to be left unattended in the room or any other part of the Hotel. The Client must comply with the guidelines for staying with a dog or other animal.
19. If the Client is in possession of a firearm, they are obliged to inform the Hotel reception prior to check-in and must follow the provisions of Act No. 190/2003 Coll. on Firearms and Ammunition, including any amendments.
20. The Client is obliged to use the Hotel premises in accordance with their intended purpose, in a proper and reasonable manner, and not beyond normal use. The premises must be returned in the same condition as they were handed over, with consideration for normal wear and tear. If damage is found after the event and was not previously reported by the Client, it is assumed that the damage occurred during the Client's event, and the Client is liable for such damage.
21. The Client agrees to comply with all applicable regulations regarding health and safety, property protection, and fire safety at the event location and throughout the Hotel. This includes compliance with Act No. 124/2006 Coll. on Health and Safety at Work, Act No. 314/2001 Coll. on Fire Protection, and Decree No. 121/2002 Coll. on Fire Prevention of the Ministry of the Interior of the Slovak Republic, including their amendments.
22. The Client agrees to comply with all environmental protection regulations at the event location and on Hotel premises.
23. The Client is not authorized to make any changes to the Hotel premises without prior written consent from the Hotel.
24. The Client is fully responsible for any damage or destruction of the Hotel's interior furnishings.
25. The Client is obliged to protect the rented Hotel premises, the Hotel, and any property located within it from damage or destruction. In the event of imminent damage, the Client commits to taking appropriate action to prevent it, according to the circumstances.
26. The Client may display signs or boards with logos, names, or information related to the event or their organization only with prior written consent from the Hotel. The content, design, and condition of these signs must not create a negative public impression, must not infringe on third-party copyright, and must comply with the laws of the Slovak Republic. Such signs and boards, as well as any resulting pollution or markings, must be immediately removed by the Client after the event or before departure from the Hotel.
27. If the Client leaves the Hotel premises dirty or leaves behind waste (e.g. boxes, bags, decorations, etc.), they are obliged to pay the Hotel a minimum fee of €100 (one hundred euros) for cleaning and clearing each used space or more depending on the extent of the pollution.
28. In case of excessive contamination or smoking in rooms, the Client will be charged a fee of €100 (one hundred euros). If a false fire or other alarm is triggered, a fee of €1,000 (one thousand euros) will be charged. In the event of damage, the Client will be charged adequate compensation for the damage caused.

29. The Hotel is not liable for injuries to Clients occurring during leisure programs of any kind, unless caused by gross negligence or intent on the part of the Hotel.
30. In case of a complaint, the Client is obliged to report it immediately. Complaints are handled in accordance with the Hotel's valid Complaints Procedure.
31. The Client is obliged to follow the Hotel's valid Accommodation Rules.

VI. Gift Voucher

1. A gift voucher can be purchased in person at reception, online at www.grandviglas.com, or ordered via phone or email and sent by post to the buyer's address.
2. Registration of the gift voucher requires providing personal information, including the name and surname of the service recipient, contact details (telephone number, address, and email), payment method, and billing information in the case of a business or legal entity.
3. A gift voucher can be purchased as:
 - a) A voucher with nominal value of your choice, valid for one year from the date of purchase, which can be used for accommodation, dining, wellness, and additional services offered by the provider.
 - b) A voucher for a package stay from the provider's current offer, valid for one year from the date of purchase. These vouchers cannot be used during selected periods: Easter, New Year's Eve, Halloween, or the autumn school holidays. The provider is also entitled to designate additional blackout periods via an announcement on its website during which the voucher cannot be redeemed.
4. By purchasing a gift voucher, the recipient fully agrees to these General Terms and Conditions.
5. The validity of the gift voucher is 1 year from the date of purchase. The validity can be extended for a fee:
 - a) 3-month extension – €50
 - b) 6-month extension – €80
 - c) 12-month extension – €120
6. The gift voucher is transferable and may be used by its current holder.
7. The gift voucher cannot be exchanged for cash; it is therefore non-refundable and non-cancellable. Unused funds from the voucher after its expiration will be settled by the provider as ordered but unused services.
8. The recipient must book services based on the gift voucher according to the instructions received via email or as outlined on the provider's website www.grandviglas.com.
9. No discounts apply to the purchase or redemption of gift vouchers.

VII. Withdrawal from the Contract and Cancellation Conditions

1. The Client has the right to withdraw from the Contract and cancel the ordered Services at any time via the withdrawal form available on the Hotel's website at <https://www.grandviglas.com/> in the relevant section. As a lump-sum compensation for damages in such cases, the Hotel is entitled to compensation in the form of a cancellation fee, which the Client is obliged to pay under the terms specified in the General Terms and Conditions (GTC), depending on the reserved accommodation and/or the season. The cancellation fee is calculated as a percentage of the price of the ordered services and its amount depends on the time period between the date of cancellation and the planned start of the provision of the ordered services.
2. The contractual relationship established by the Contract under these GTC may be terminated by mutual written agreement of both parties, by the Client's withdrawal from the Contract (in which case the Hotel is entitled to the cancellation fee as specified in the relevant provisions of the GTC), or by the Hotel's withdrawal from the Contract.
3. Unless otherwise agreed in writing, the general cancellation conditions, or the amount of cancellation fees, are as follows:
 - a) Group Reservations
 - Cancellation 50 calendar days or more before the agreed date – no fee.
 - Cancellation 15 to 49 calendar days before the agreed date – 50% of the price of the agreed services.
 - Cancellation 6 to 14 calendar days before the agreed date – 80% of the price of the agreed services.
 - Cancellation within 5 calendar days before the agreed date – 100% of the price of the agreed services.
 - b) Individual Clients
 - Cancellation 29 calendar days or more before the agreed date – no fee.
 - Cancellation 15 to 28 calendar days before the agreed date – 30% of the price of the agreed services.
 - Cancellation 8 to 14 calendar days before the agreed date – 50% of the price of the agreed services.
 - Cancellation within 7 calendar days before the agreed date – 100% of the price of the agreed services.
 - c) Cancellation Conditions for New Year's Eve Stay, Easter Stay, Halloween Stay:
 - Cancellation 29 calendar days or more before the agreed date – no fee.
 - Cancellation 15 to 28 calendar days before the agreed date – 50% of the price of the agreed services.
 - Cancellation 8 to 14 calendar days before the agreed date – 70% of the price of the agreed services.
 - Cancellation within 7 calendar days before the agreed date – 100% of the price of the agreed services.
4. Cancellation Conditions for Limited Price Offers (hereinafter "Limited Price Offers") and Special Package Stays:



- a) Reservations of Limited Price Offers and/or Special Package Stays require the Client to pay a deposit of 100% (one hundred percent) of the price of the reserved Limited Price Offers and/or Special Package Stays;
 - b) If the Client cancels the Contract for Limited Price Offers and/or Special Package Stays, regardless of when the cancellation occurs, the Hotel is not obliged to refund the paid deposit to the Client.
5. The Hotel is not obliged to refund the Client for paid Services in the event of Early Check-Out or No Show.
 6. In the event of the Client's withdrawal from the Contract or part thereof, or failure to arrive for the reserved Services due to extraordinary reasons on the part of the Client—such as illness, death, being affected by a natural disaster, or other exceptional circumstances, the seriousness of which is subject to the Hotel's assessment—the Hotel is entitled to waive its claim for the cancellation fee under these General Terms and Conditions (GTC) upon submission of credible written evidence of the extraordinary situation by the Client.
 7. In the event of withdrawal from the Contract or part thereof by the Client, or if the Client does not arrive for the reserved Services, the Hotel shall send the Client written or email notification of the Hotel's claim to the cancellation fee and its amount pursuant to these GTC within 14 (fourteen) days from the date of receipt of the Client's withdrawal or from the date on which the provision of the reserved Services was supposed to begin.
 8. The Client acknowledges that, in the case of withdrawal from the Contract or part thereof by the Client or failure to appear for the reserved Services, the Hotel is entitled to unilaterally offset the Client's claim against the Hotel for the refund of the paid price for the Services made via online reservation, with the Hotel's claim for the cancellation fee as stated in these GTC, to the extent that these claims offset each other. Any amount exceeding the mutual claims in favor of the Client shall be refunded by the Hotel via non-cash bank transfer to the bank account from which the original payment for the Services was made, within 30 (thirty) working days from the day following the receipt of the Client's withdrawal or from the expected start date of the Services. Any bank fees associated with the refund of the price of the reserved Services or part thereof shall be borne by the Client.
 9. The Hotel is entitled to withdraw from the Contract if:
 - a) This right was agreed in writing with the Client for reasons stated in the Contract;
 - b) The Client no longer insists on the Hotel's performance;
 - c) The Client has overdue liabilities towards the Hotel;
 - d) An advance or prepayment was agreed upon in the Reservation, and the Client failed to fulfill this obligation on time—wherein the Hotel may withdraw from the Contract no later than the moment the Client fulfills this obligation;
 - e) Circumstances have arisen for which the Hotel is not responsible (e.g., force majeure), making fulfillment of the Contract impossible.



- f) The Services were reserved using false, misleading, or incorrect information about the Client or other material facts, such as the identity of the Client or the purpose of booking the premises.
 - g) The Hotel has a justified reason to believe that the use of its Services could threaten the proper operation, safety, or reputation of the Hotel with the public; or
 - h) the Client violates and/or is violating the provisions of these GTC and/or the Hotel Rules.
10. The Hotel is entitled to immediately terminate the stay and withdraw from the Contract without the Client being entitled to a refund in the following cases:
- a) Intentional or negligent damage to Hotel property;
 - b) The Client behaves contrary to the principles of decent social conduct and morality;
 - c) The Client harasses other guests through their behavior;
 - d) The Client's health condition endangers the health of other guests or staff;
 - e) Due to force majeure.

VIII. Liability for Damages

1. The Hotel is not liable for jewelry, money, or other valuables that were stored outside of the hotel safe in the rooms, or were not stored upon request in the safe at the reception.
2. The Hotel is liable for total damage to items, including jewelry, money, and other valuables, only to the extent specified in the implementing regulations of Act No. 40/1964 Coll. Civil Code, as amended. The damage to items is compensated without limitation if they were entrusted to the Hotel for safekeeping. The Client must assert their right to compensation for damages at the Hotel without undue delay after discovering the damage, however, this right expires if it is not asserted within 15 (fifteen) days from the day the damaged Client became aware of the damage.
3. By providing a parking space for the Client's vehicle in the Hotel's parking lot, no contract of safekeeping or storage is created between the Hotel and the Client. Therefore, the Hotel is not responsible for theft or damage to motor vehicles and/or their accessories.
4. Small pets are allowed only with prior consent and in designated rooms. The Client is responsible for any damages caused by the pet during the stay. Pets are not allowed to be left unattended in the room or in any other areas of the Hotel. The Client is required to follow the guidelines for staying with a dog or other pets.
5. The Client is responsible for all damages caused during their stay. If the damage is caused by a child, the legal guardian is responsible for the damage.
6. If emergency medical assistance is called at the Client's request, the Hotel is entitled to request payment from the Client for the expenses related to the treatment.
7. In the event that the Client violates valid regulations or guidelines from the relevant Public Health Authority of the Slovak Republic (e.g., wearing a face mask indoors),

the relevant Regional Public Health Authority, or any government or public authority of the Slovak Republic, which results in a penalty imposed on the Hotel, the Hotel has the right to claim the full amount of the penalty from the Client.

8. The Client is obliged to compensate the Hotel for any damage no later than on the day of check-out or after utilizing all ordered services during the settlement of provided services, unless otherwise agreed between the Hotel and the Client.

VIII. Special Provisions

1. These GTC and the legal relations arising from them are governed by the legal order of the Slovak Republic.
2. Any disputes arising from these GTC and the Contract shall be resolved by the competent court in the Slovak Republic.
3. The resolution of Client complaints related to Services provided by the Hotel is governed by the Hotel's Complaints Procedure. If the Client (consumer) is not satisfied with the way the Hotel handled their complaint or believes that the Hotel has violated their rights, the Client has the right to contact the Hotel as the seller to request redress.
4. If the Hotel responds negatively to the Client's request as mentioned in the previous sentence, or fails to respond to such a request within 30 (thirty) days from the day the request was sent by the Client, the Client has the right to submit a proposal for alternative dispute resolution to the alternative dispute resolution body according to § 12 of Act No. 391/2015 Coll. on Alternative Consumer Dispute Resolution and on the Amendment of Certain Laws.
5. The competent body for alternative dispute resolution in consumer disputes with the Hotel as the seller is [to be filled in].

IX. Final Provisions

1. These General Terms and Conditions (GTC) and the legal relations arising from them are governed by the legal system of the Slovak Republic.
2. Any disputes arising from these GTC and the Contract will be resolved by the competent court in the Slovak Republic.
3. The resolution of Client complaints regarding Services provided by the Hotel is governed by the Hotel's Complaints Procedure.
4. Unless otherwise stated between the Contracting Parties and/or in these GTC, any mutual written correspondence shall be delivered to the Contracting Parties personally, by registered mail with acknowledgment of receipt, by courier, or by any other agreed method to the address specified in the Contract, Reservation, or to another notified address. In case of failed delivery, including refusal of the package, the date of return of the package to the sender will be considered the proper date of delivery. If the contractual relationship between the Hotel and the Client continues, both parties are obliged to notify each other of any changes to their registered office, permanent residence, mailing address, or any other essential changes.

5. The Client agrees not to violate the intellectual property rights of the Hotel and/or third parties while using the Services of the Hotel. The Hotel is not responsible for any violation of third-party intellectual property rights by the Client. The Client is obliged to compensate any damage caused to the Hotel or third parties in connection with the violation of intellectual property rights.
6. The Contracting Parties may modify their mutual rights and obligations in the Contract, even in deviation from the GTC. In the event of a conflict between the contractual arrangement and the provisions of the GTC, the contractual arrangement will prevail.
7. These GTC come into effect on 01.10.2023 and are binding for the Hotel from the moment they are published on the Hotel's website www.grandviglas.com and for the Client from the moment of concluding the Contract as per Article I, section 11(a) of these GTC, or from the moment of sending the Reservation to the Hotel as per Article I, sections 11(b) and 22 of these GTC.

Víglaš, 01.01.2025

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ZÁMOK VÍGLAŠ s. r. o.

Ing. Tomáš Sokologorský, MBA

General Manager