

HOTEL BERŠTEJN CASTLE / CANCELLATION POLICY

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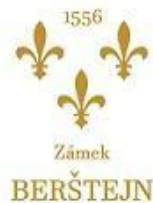
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1. The cancellation policy applies to cancellations made between the accommodation customer and the accommodation provider (=hotel operator).
2. The cancellation fee is calculated on the total amount of the order.
3. The cancellation fee represents compensation for damages caused to the accommodation provider.
4. The accommodation provider reserves the right to issue an advance invoice, payable no later than 7 days before the stay. The advance payment is 50% of the total amount of the booked stay, unless otherwise agreed between the accommodation provider and the client.
5. In case of cancellation of a stay for which an advance payment has already been made and according to the cancellation conditions the amount of the advance payment is higher than the cancellation fee, the accommodation provider is obliged to refund the amount exceeding the cancellation fee to the client.
6. In the event of early termination or interruption of the stay without the fault of the accommodation provider, the accommodation provider shall not be obliged to refund the paid price of the stay or its proportional part to the client.

Cancellation policy applicable to cancellation by the guest

1. The property agrees not to charge cancellation fees in case of cancellation up to 15 days before the announced arrival date.
2. Cancellations made 13 - 7 days prior to arrival will incur a cancellation fee of 30% of the total stay.
3. Cancellations made 6 - 4 days prior to arrival will incur a cancellation fee of 70% of the total stay.
4. Cancellations made 3, 2 and 1 day prior to arrival or on the day of arrival will be charged 100% of the total price of the stay as a cancellation fee.
5. If the length of stay is reduced, the same cancellation periods apply as for cancellations.
6. The cancellation fee is a contractual penalty.

In case of cancellation due to unavoidable events (death in the family, hospitalization of the customer or a member of his/her family, serious illness, natural disaster), no cancellation fee is charged. The customer is obliged to provide the accommodation provider with written proof of the above-mentioned events within 3 days of their occurrence.



In case of cancellation for other serious reasons, a change of date is possible by mutual agreement.

These cancellation conditions are valid only for individual guests (bookings up to a maximum of 5 rooms) and for bookings made directly by the hotel, i.e. without third parties. For cancellations made through a third party or external provider, you must also cancel the reservation through this provider in the manner required by this provider for cancellation or accept its cancellation policy, which may not be the same as the above.

Cancellation policy for groups

FOR CONFERENCES / LARGER ARRANGEMENTS APPLY:

- ✓ The whole conference / event can be cancelled at no cost, 2 months before arrival (apart from reservation fee)
- ✓ Cancellation of the conference / event 59-30 days before arrival, 50% of the confirmed event will be paid.
- ✓ Cancellation of the conference / event 29-7 days before arrival, 75% of the confirmed event will be paid.
- ✓ If the conference / event is cancelled less than 7 days before arrival, 100% of the confirmed event will be paid.

Rooms can be cancelled up to 2 months before arrival free of charge. After this period, the reservation is binding.

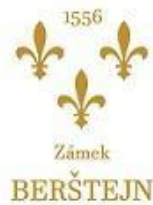
Final and binding number of participants must be notified to Hotel Berštejn Castle no later than 8 days before the event. Small changes (in addition to numbers) can be notified up to 24 hours before the event. If the number of participants is upgraded after this deadline, this number will be binding and will be invoiced. Payment – Net cash on departure, unless otherwise agreed.

Hotel Berštejn Castle reserves the right to charge a booking fee prior to the event for both our guests and our own security. The reservation fee is not refundable upon cancellation of the event but will be settled in the total bill.

FOR GROUPS WITH 4 ROOMS OR MORE – 7 PERSONS APPLY:

- ✓ Cancellation of entire groups must be made in writing within 4 weeks prior to the event.
- ✓ Cancellation of entire groups later than 4 weeks prior to the event is ordered to replace the hotel's loss – however, max 75% of the agreed arrangement price all inclusive. If cancelled later than 8 days prior to the event, you are required to pay the full amount of services ordered. Full coverage is required for non-cancellable services.
- ✓ Reduction of up to 35% of participants must be notified to the hotel in writing no later than 3 weeks before the event. In case of a reduction of more than 35% after this date, compensation will be required according to the paragraph.

Force Majeure: Strike, lockout, fire damage or similar unpredictable occurrences outside the



hotel's control, entitles the hotel to terminate the agreement without damages of any kind. There is usually a reservation for government intervention against the hotel industry such as tax changes that warrant similar price increases.

The buyer is responsible for covering various expenses, although paid individually, as all costs not paid by the individual participants are automatically charged to the main bill.

In the event of non-payment of the deposit from which the cancellation fees could be deducted, the accommodation provider has the right to send the client an invoice in the amount of the cancellation fees.

Cancellation conditions relating to unused stay vouchers, vouchers issued by third parties and changes to the length and type of stay through vouchers

1. A voucher is a document used to pay for a stay or services instead of an invoice, cash or credit card.
2. For stays via voucher, the same conditions for cancellation or modification of the reservation before arrival as described in the paragraph: cancellation conditions applicable to the cancellation of the accommodation reservation by the guest.
3. The cancellation fee is a contractual penalty.
4. Unused vouchers will become invalid upon expiry.

Final provisions

1. These terms and conditions are valid and effective from September 11th 2024.
2. Relations between the client and the accommodation provider are governed by the provisions of these cancellation conditions.
3. The cancellation policy applies only to confirmed written orders (e-mail).
4. Cancellation of the booking can only be made by the accommodation provider and the client in writing (e-mail).
5. These terms and conditions continue after the termination of the accommodation contract between the accommodation provider and the client.