

# GENERAL TERMS AND CONDITIONS

The General Terms and Conditions (hereinafter referred to as the "Terms") of the V t operated by Klášter Broumov servisní s.r.o., Klášterní 1, 550 01 Broumov, Company ID: 25948245, VAT ID: CZ25948245, registered in the Commercial Register maintained by the Regional Court in Hradec Králové, file number C 17070, regulate the mutual contractual relationship between Klášter Broumov servisní s.r.o. and the individual or legal entity using the services of the Dům hostů Klášter Broumov (Guest House Broumov Monastery) (hereinafter referred to as the "Client").

## **1. Subject of the Contractual Relationship**

These Terms govern the provision of accommodation, catering, and related services to clients of the Guest House Broumov Monastery.

## **2. Formation of the Contractual Relationship**

The contractual relationship between the company and the client is established upon the company's confirmation of the booking. The booking may be made by phone, email, or through the company's online reservation system.

## **3. Description of Products/Services Offered**

The Guest House Broumov Monastery provides accommodation services, catering, venue rentals, and other related services. A detailed description of the services offered, their availability, and prices are provided on the company's website.

## **4. Contact Information**

The client can contact the company at Klášterní 1, 550 01 Broumov, by phone at the number listed on the company's website, or by email at [dumhostu@klasterbroumov.cz](mailto:dumhostu@klasterbroumov.cz). All contact information is also available on the company's website.

## **5. Booking, Price, and Payment**

Bookings can be made by phone, email, or through the company's website. The prices of services are listed on the website and are subject to change. The client is required to pay for accommodation and other services according to the agreed prices. Payment card details must be provided at the time of booking for the purpose of guaranteeing the reservation. The company reserves the right to pre-authorize the payment card. Payments are charged in Czech crowns according to the current exchange rate.

## **6. 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.

## **7. Personal Data Protection**

The protection of clients' personal data is a priority for the company. Information on personal data processing is available on the company's website under the Personal Data Protection section.

## **8. Delivery Conditions**

The company primarily provides accommodation services. After creating an online reservation, the client will immediately receive a booking confirmation via email. This confirmation contains all essential information regarding the reservation, including stay dates, room type, total price, payment terms, and cancellation policies.

## **9. Payment Terms**

Payment for ordered services can be made in cash, by credit card, online via a payment gateway, or by bank transfer. Bank transfer instructions will be sent to the client by email. All payments must be made in full and in accordance with the company's instructions.

## **10. Contractual Relationship**

The contractual relationship between the company and the client is established upon the company's confirmation of the reservation. This relationship is conditioned by the client's fulfillment of all payment obligations.

## **11. Withdrawal from the Contract and Cancellation Policy**

The client has the right to withdraw from the contract at any time before the start of the stay. The conditions for withdrawal and cancellation fees are governed by the rules specified in the booking confirmation. The company is entitled to charge cancellation fees according to the type of reservation.

## **12. Right to Additional Refusal of the Program**

The company reserves the right to refuse a program if there is a risk of violating the spiritual essence of the place. The Broumov Monastery is an active religious site and a National Cultural Monument. Any program must comply with this mission. The owner of the property, the Benedictine Abbey of St. Wenceslas, has the right to determine whether a program meets these conditions.

## **13. Final Provisions**

These terms and conditions become effective on the day of their publication and are binding on all clients who use the services of the Guest House Broumov Monastery.