



## Terms & Conditions

Hotel Elizabeth\*\*\*\*, ul. gen. M. R. Štefánika 2, 91101 Trenčín,

SYNOT GASTRO SLOVAKIA, s.r.o., IČO: 36 690 805

Tel.: +421 32 6506 111, Email : [recepia@hotelelizabeth.sk](mailto:recepia@hotelelizabeth.sk), web: [www.hotelelizabeth.sk](http://www.hotelelizabeth.sk)

### Cancellation fees, reservation guarantee, city tax

- Reservation and guarantee of accommodation is provided only after receipt of payment card information.
  - Cancellation fees represent compensation for damage caused to the hotel when cancelling a binding reservation and amount to:
    - if the reservation is cancelled 14 days or more before the start of the stay = 0% of the accommodation price
    - if the reservation is cancelled 13 to 8 days before the start of the stay = 50% of the accommodation price
    - if the reservation is cancelled 7 to 0 days before the start of the stay = 100% of the accommodation price
- The price of accommodation does not include a fee to the city of €2 per person over 6 years old / day.

### Accommodation - Check-in / check-out

- On the day of arrival, guests can check in from 3:00 p.m. On the day of departure, the rooms must be vacated by 10:00 a.m.
- The hotel does not guarantee early check-in; it is only possible if the room is available and tidy.
- The fee is charged at 50% of the room price.
- Late check-out is only possible if the room is available. The fee is charged at 50% of the room price.
- In the case of accommodation, between 00:00 - 06:00 a.m. accommodation must be reserved and paid for the day before the day of arrival.

### Children and extra beds

- Children from 0 - 2.99 years old have free accommodation in a room with their parents.
- The price of a baby cot is €15 / night.
- The price of an extra bed is €50 / night.
- Only one cot / extra bed can be provided per room.

## **Alternative dispute resolution**

These General Terms and Conditions and legal relationships arising on their basis are governed by Slovak law.

Any disputes arising from these T&C and the Agreement will be settled before the competent court in the Slovak Republic.

The resolution of Clients' complaints in relation to the Services provided by the Hotel is regulated by the Hotel's Complaints Procedure. In the event that the Client - consumer is not satisfied with the way in which the Hotel handled his complaint, or believes that the Hotel has violated his rights, the Client has the right to contact the Hotel as a seller with a request for redress.

If the Hotel responds negatively to the Client's request in accordance with the previous sentence or does not respond to such a request within 30 (thirty) days from the date of its sending by the Client, the Client has the right to submit a proposal for the initiation of alternative dispute resolution to the entity of alternative dispute resolution pursuant to § 12 of Act no. 391/2015 Coll. on alternative resolution of consumer disputes and on amendments to certain laws.

The competent entity for the alternative resolution of consumer disputes with the Hotel as a seller is: The Slovak Trade Inspection, which can be contacted for the stated purpose at the address of the SOI Central Inspectorate, Department of International Relations and ARS, Prievozská 32, postal folder 29, 827 99 Bratislava, or electronically at [ars@soi.sk](mailto:ars@soi.sk) or [adr@soi.sk](mailto:adr@soi.sk), or another relevant authorized legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list of authorized entities is available at <https://www.mhsr.sk/obchod/ochrana-spotrebitela/alternativne-riesenie-spotrebitelskych-sporov-1/list-of-subjects-of-alternative-resolution-of-consumer-disputes-1>, whereby the Client has the right to choose which of the listed entities of alternative dispute resolution to turn to.

The client can use the online alternative dispute resolution platform available at <https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute> to submit a proposal for alternative resolution of their consumer dispute -[resolution/index\\_sk.htm](https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute). You can find more information about the alternative resolution of consumer disputes on the website of the Slovak Trade Inspection: <https://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>.