

Cancellation policy of hotel Jiřinka

**Velká Morava 133
56169 Dolní Morava**

The guest agrees with the cancellation policy and the hotel rules of Hotel Jirinka (hereinafter referred to as the hotel):

- a) by sending the billing information for the reservation provided that the reservation reached the hotel reservation department in a written form. Upon the guest's written confirmation, the hotel will issue a Pro-forma invoice for the deposit of 50% of the total price or 100% of the total price (see cancellation policy for New Year's Eve, article 13). The invoice is due by the date stated on the Pro-forma invoice. The reservation is guaranteed by the hotel after the deposit is paid by the guest within the due date. If the deposit is not paid after the due date, the reservation will be cancelled and will be deleted from the reservation system.
- b) by making an online reservation via the Hotel Jirinka website (www.hoteljirinka.cz) and paying online the deposit of 50% of the total price or 100% of the total price (see cancellation policy for New Year's Eve, article 13), or
- c) by making an online reservation via Booking.com or Hotel.cz (Previo). In accordance with the guest's agreement with the terms and conditions stated on these hotel reservation websites, the hotel will charge the total price. The amount will be taken from the guest's credit card, at the earliest 14 days before arrival.

The guest is obliged to pay for the accommodation and services provided in accordance with the valid price list no later than on the check-out day. The final price is based on the bill and the paid deposit.

This cancellation policies are valid from the day the guest confirms the offered by the hotel.

If the guest cancels or changes their reservation (arrival or departure date), the hotel is entitled to charge a cancellation fee in accordance with the conditions below.

In the event of a cancellation or a change:

- 15 days and more prior to the date of arrival – no charge (the guest may claim a full refund of the deposit)
- 14-0 days prior to the date of arrival – the cancellation fee is 100% of the total price. The deposit will be fully used to cover the cancellation fee.
- in the event of a no-show (without informing the hotel reception in advance), the reservation is cancelled after 8 pm on the day of the arrival and the booking party can not claim a refund of the deposit.

New Year's Eve:

- Reservation can be cancelled free of charge at least 30 days prior to arrival.
- Reservation will be confirmed and guaranteed by the hotel after the accommodation is fully paid.
- In the event of late cancellation or a no-show, the cancellation fee of 100% of the total price will be charged.

The guest must send cancellation in written form.

Different cancellation policies may be applied for group reservations (3 and more rooms). The cancellation policy will be sent to the booking party along with the room rate calculation.