

General business conditions

Accommodation provider (AP) is obliged to provide an accommodation and related services to a guest in the guest house Ranch, Cihlářská 1384, 26801 Hořovice

1. Accommodation reservation, price policy

1. Price for the accommodation and related services is following the price list, which is valid on the day of reservation and is stated on www.penzionranch.cz or www.booking.com. The price list is in czech crowns.
2. The order and the reservation can be made via on-line reservation system on sites: www.penzionranch.cz, www.booking.com or via e-mail: info@penzionranch.cz
3. The guest is responsible for the accuracy of all data mentioned in the order.
4. Upon receiving an order, accommodation provider will confirm it via e-mail.
5. Reservation is binding by prepayment of 50% of the price.
6. The rest of the price should be paid cash and no later than on the arrival date by taking over the keys.
7. Extension of the stay is possible upon rooms availability.
8. Breach of price conditions means the guest does not accept the offer and the reservation can be cancelled without any compensation.
9. Should the bank transfer be classified as a foreign payment, all the transfer fees will be paid by the guest.

2. Accommodation provider's cancellation policy

1. Accommodation provider may back out of the order due to technical-operational reasons within 7 days before accommodation.
2. In case of natural disasters or an accident which enables the possibility of the accommodation, may the accommodation provider cancel the order even on the day of accommodation.
3. Accommodation provider is obliged to inform the guest about this fact and must come to terms with him. Accommodation provider must offer an alternate term to a guest or return the pre-paid amount.
4. If the guest during his stay doesn't respect accommodation policy and breaks the guest house rules, accommodation provider has the right to exclude him without any financial compensation.

3. Duties of accommodation provider

1. Accommodation provider is obliged to hand over the room and to provide services to an appropriate standard.
2. Accommodation provider shall respond to all problems and complaints regarding accommodation and related services and shall try to solve them.

4. Guest's rights & duties

1. The guest has the right to use the spaces meant for accommodation, as well as common spaces of the guest house and to use the services related with accommodation.
2. Accommodation (check-in) is possible on the arrival day from 3 pm unless different arrival time has been agreed.
3. On the departure day (check-out), the rooms must be vacated no later than 10am. When not done, the accommodation provider has the right to clean the room.
4. On the date of arrival, the guest must check the conditions of the furnishings and if defects found, they must be reported to accommodation provider on telephone number: 724 040 733
5. In case of damages to the guest house, the guest is obliged to pay compensation for it.

6. The guest is obliged to respect the ban of smoking and the manipulation with the open flames, otherwise the accommodation provider is entitled to charge the guest a penalty in the amount of 2000.- czk
7. Animals can be accommodated only upon previous agreement with accommodation provider and the owner has to prove and is responsible for their good health conditions and for their behaviour towards other guests. It is forbidden to leave animals sleep in the guest 's beds.
8. By check in and check out, the guest must respect the house code and during the stay he must also respect the accommodation rules.

5. Cancellation of the accommodation by the guest

1. The guest has the right to cancel the reservation anytime but only in a written form via e - mail: info@penzionranch.cz The day on which the cancellation of the reservation is delivered is considered as a cancellation day.

2. In case the reservation is cancelled in this way, the guest is obliged to pay the cancellation fees.
3. The cancellation fees depends on period between the cancellation and the arrival day.

Cancellation fees equals the amount of the total accommodation price.

Cancellation fees:

If cancelled 10 or more days prior the scheduled arrival, there are no cancellation fees, the whole refund will be returned.

If cancelled 4-10 days prior the scheduled arrival, 50 % of the contractually agreed rate will be charged

If cancelled up to 3 days prior the scheduled arrival, 100% of the contractually agreed rate will be charged.

6. Accommodation rules & regulations

1. To check in each guest has to fill in the registration card or to submit a valid ID card or a passport.
2. Upon registration the guest is given 2 keys(room & main door). In case of loss the guest is obliged to pay handling fees of amount 500.- czk
3. On the arrival day check in is possible from 2pm.
4. On the departure day the rooms have to be vacated till 10am.
5. People other than registered are not allowed to stay in the guest house.
6. Smoking and manipulation with open flames is strictly forbidden in all rooms and other inner premises of the guest house.
7. Between 10 pm and 6 am guests are kindly required to respect the night rest.
8. The guest is liable for all damages on the guest house property and is obliged to report them immediately on the telephon number: 724 040 733
9. The guest house is not responsible for any money or valuables left in rooms.
10. It is forbidden to use equipment and furnishings for purposes other than intended.
11. When leaving the room the guest is asked to close the water taps, switch of the lights and tv and to lock the door.
12. Free movement in the whole area is only at own risk.

7. Personal details and their processing

- 7.1. Penzion Ranch („guest house“) processes personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of individuals with regard to the processing of personal data and 95/46/ES (General Data Protection Regulation)
- 7.2. In order to fulfill legal obligations, the pension is obliged to:
- to maintain a house book pursuant to Act. no 326/1999 Col., On the Residence of Foreigners in the Czech Republic, as amended.
 - pursuant to Act. No. 565/1991 Coll., on Local Fees, as amended
 - pursuant to Act No. 253/2008, as amended, on certain measures against money laundering and financial terrorism
- 7.3. The data below will be processed for the purpose of fulfilling the ordered service, making a reservation and for accounting purposes. The data will be processed by the pension for a period of up to 10 years from the date of data provision, or from the termination of the contractual relationship, unless there is another reason for a different moment of deletion of personal data.
- | | |
|---|---|
| <ul style="list-style-type: none">• Name and surname• Address• E-mail• Phone number• Credit card number | <ul style="list-style-type: none">• Date of birth• Passport number• Visa number• Nationality |
|---|---|
- based on the guest's reservation.
- 7.4. Further the guesthouse processes personal information, specifically e-mail addresses, based on consent to the processing of personal data.
- 7.5. Personal data are processed manually by the guesthouse directly through its authorized employees and further by processors authorized by the pension on the basis of contracts for the processing of personal data.
- 7.6. Personal data will be processed by the hotel for the necessary according to the individual categories of data.
Specifically:
- 7.6.1. The information that is only needed to mediate and pay for accommodation is stored in the system for one year and then removed from the mailboxes.
- 7.6.2. The information necessary for keeping the house book is kept for a period of 6 years from termination of alien's accommodation pursuant to Act. no. 326/1999 Coll.
- 7.6.3. Information that we have to keep according to the Act on Accounting Act no. 563/1991 Coll. is kept only physically in a locked archive for 10 years.
- 7.6.4. E-mail addresses obtained by consent to the processing of personal data. These email addresses are kept indefinitely. If the guest request the termination of consent to the processing of personal data, his or her email address is removed from the list so that is no longer traceable.
- 7.7. The guest has the right of access to his/her personal data maintained by the guesthouse, their correction or deletion, or the restriction of processing.

- 7.8. The guest has right to withdraw the consent at any time, for example by sending an e-mail or a letter to the contact details of the guest house. The withdrawal does not constitute an automatic reason for the destruction of the processed personal data. If their liquidation does not cause disproportionate damage to the guesthouse. The withdrawal of consent shall also be without prejudice to the lawfulness of the processing base on the consent given prior to its withdrawal.
- 7.9. The guest also has right to obtain from the guesthouse personal data concerning the guest, which was provided by the data subject of the guesthouse. Upon guest's request, the guesthouse shall provide the data subject without undue delay in a structured, commonly used and machine-readable format, or at the guest's request to another clearly designated controller. This right does not apply to personal data that is not processes automatically.

If the guest believes that his/her personal data are being processed without authorization, he/she may file complaint with the supervisory authority, which is Office for Personal Data protection (www.uoou.cz)

Contact:

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