

General Terms and Conditions – accommodation booking on the website www.gazdovskydvor.com

I. BASIC PROVISIONS

1.1. These terms and conditions (hereinafter referred to as the GTC) govern the method of booking services provided by the operator SKI3 s.r.o., Company ID: 36402826, Tax ID: SK2021608886, with its registered office at Gazdovský dvor 159, 03483, Bešeňová (hereinafter referred to as the "Provider") and by customers (hereinafter referred to as the "Customer") when providing accommodation services of the accommodation facility through the online booking system on the website www.gazdovskydvor.com, its subpages and subdomains.

1.2. All conditions that are not regulated by these GTC are governed by the accommodation rules of the accommodation facility published on the website www.gazdovskydvor.com

1.3. The provider of services offered in the reservation system and the operator of this system is the company, SKI3 s.r.o., Company ID: 36402826, Tax ID: SK2021608886, with its registered office at Gazdovský dvor 159, 03483, Bešeňová (hereinafter referred to as the "Provider"), email: info@gazdovskydvor.com, phone number: +421 944 441 908.

1.4. These GTC shall enter into force and effect on 10.03.2025.

II. SELECTION AND RESERVATION OF SERVICES

2.1. The operator undertakes to provide and ensure services to the extent to which it offers them in real time in the reservation system.

2.2. The displayed rooms and capacities are available and adjusted in real time by the operator. However, by generating reservations from multiple systems at the same time, a situation may occasionally arise where the accommodation that the customer has reserved in the system will no longer be available. In such a case, the operator undertakes to return the deposit paid without the possibility of applying the operator's cancellation conditions. or to provide alternative accommodation at the level of the booked and confirmed stay by the operator on a given or other date selected by the guest.

2.3. During the stay, the customer is only entitled to services that he has duly marked in the booking system and paid for in full. All stay packages and accommodation with breakfast are only tied to fixed beds in the accommodation facility. In the case of purchasing an extra bed, half board (breakfast + dinner) or full board (breakfast + lunch + dinner) can be ordered as an additional service in the number corresponding to the number of overnight stays, if interested. If the customer does not order meals, and nevertheless is interested in meals during his stay in the accommodation facility, its value will be credited to the guest's hotel account with the option of payment upon departure from the accommodation facility.

2.4. When booking additional services, the customer is only entitled to the provision of the number and scope of services that he has duly booked. In this case, the order confirmation, which the system generates automatically in the 3rd step of the booking, is decisive. The customer is entitled to additional services to the order at any time after the order is completed until the day of arrival.

III. PAYMENT TERMS

3.1. The price of the ordered services on the website of the accommodation facility operator can be paid by transfer from a bank account or by credit card.

When choosing payment by credit / debit card, the condition for confirming a binding reservation is payment of the price of the ordered services in full. When choosing payment by bank transfer, the condition for confirming a binding reservation is payment of the price of the ordered services in full on the date specified in the order confirmation.

3.3. Payment details

Account holder: SKI3 s.r.o.,

Bank account: Tatra banka a.s.

IBAN: SK49 1100 0000 0026 2071 4679

or

Bank account: Tatra banka a.s.

3.4. If the customer does not pay the price of the ordered services by the specified date after confirming the order, the order will be automatically canceled. The cancellation of the order will be

confirmed by an automatically generated email, which will be sent to the email address that was specified when placing the online order

3.5. All fees associated with the payment are paid by the customer.

IV. Cancellation of the stay and refund of payments made

4.1. Withdrawal from the contract and cancellation of the reservation must always be made as soon as possible, via your email to the relevant reception by email info@gazdovskydvor.com or by post to the address Gazdovský dvor 159, 03483, Bešeňová

In the event of cancellation of the order, the following customer data must be provided: name and surname, permanent residence, date of stay, confirmation number, email contact from which the reservation was made, bank account number in IBAN format.

4.2. By making an online reservation, the customer fully agrees to the amount of the cancellation fee determined by the operator.

- Free cancellation of the stay 4 days before arrival
- 100% of the reservation price when canceling the stay less than 3 days before arrival
- when canceling the order due to: illness, death in the family, hospitalization in a hospital, etc. upon presentation of a doctor's certificate, 10% of the order value.

4.3. Regardless of the method of payment for the reserved services, the method of refund, if the customer is entitled to it under these terms and conditions, is always made by bank transfer from the service provider's account. The total value of the refunded services in Euros will be reduced by all costs associated with the original payment of the provider (bank fees, fees for card payments, PayPal fees, other fees associated with the payment). The refund period to the customer is 15 days.

V. ARRIVAL AND REALIZATION OF THE STAY

5.1. After paying the price of the ordered services in full, the customer will be issued and sent a reservation confirmation to the e-mail address, which the customer will present when arriving at the stay, if necessary.

VI. 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 GTC 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 manner 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 SOI Central Inspectorate, Department of International Relations and ARS, Prievozská

32, postal folder 29, 827 99 Bratislava, or electronically to ars@soi.sk, or 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-spotrebiteľa/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>.