

Terms and conditions of cancellation

1 Parties

The mutual relationship between the contracting parties to stay (on as customer) and the operator M-Pension accommodation, which is František Humlhanz (on as quartermaster) is governed by the provisions of the Civil and Commercial Code and is governed by these Terms and Conditions. Landlord reserves the right to bring in their sales material and other conditions and details, which take precedence over these conditions.

2 Prices and changes

Approximate prices of accommodation and any other services for the citizens of the Czech Republic are in the presentation materials landlords (website, brochures, etc.). For the customer, it is mandatory that the price is stated in the booking confirmation email or menu

3 Services, changes in contracted services and prices

For a range of contracted services and pricing schedule is binding on the voucher. Details of the presentation materials are for informational purposes and do not affect the contract concluded between the customer and the landlord. The landlord is entitled in cases where they can not control (eg force majeure), agreed to change the conditions of stay. Such changes to the Landlord is obliged to inform the customer without undue delay and no later than 7 days before the first service. If the customer does not agree with these changes, is entitled, without undue delay from the contract. Also receive back the entire amount paid for the stay. Customers do not result in any additional compensation.

4 Customer cancellation, booking changes, alternates

The customer is entitled to withdraw from the contract with the owner at any time prior to arrival. Cancellation must be in writing (email is sufficient as a form of receipt). In determining the date of the cancellation is the date and time of receipt of written notice (by e-mail read receipt).

Cancellation fees are charged for each participant for the cancellation:

4 or more days before the first service cost of the first night

72-24 hours before the first service 50% of these services or the price of the first night (whichever is higher) when the arrival (did not take place)

or cancellation on the day of arrival 100% of the price of these services

For larger groups (10 persons) can be individually negotiated cancellation fees.

The landlord will not charge customers above-mentioned cancellation fee if he could not draw contracted services for the following reasons: death in the family, hospitalization, customer or member of his family, serious illness, call-up, natural disaster. The above mentioned facts, the customer is required to provide written evidence of the Landlord within 3 days of their occurrence. If the customer withdraws from the contract for the above reasons, the Landlord will charge him only a cancellation fee of 10% of the price of these services and any other costs actually incurred.

Billing and reimbursement amounts paid by the client less the cancellation charges made by the Landlord within 30 days of notification of cancellation.

5 CANCELLATION OF THE VISIT ACCOMMODATION

The landlord is entitled to cancel the stay, it is difficult to stay execution or threatened, or suffer if unforeseen exceptional circumstances which could not be in the contract (a reservation) to predict. Cancellation is the landlord required to inform the customer without undue delay and no later than 7 days before the first service. In this case, the customer will receive money for contracted services without delay and without undue delay and in full. Which has no customer is entitled to no further compensation.

6 COMPLAINT

The customer is obliged to base its objection on the quality of service requirements and promptly report it. In the event of a complaint the customer is obliged to announce the defects without undue delay directly during the stay so that they can be removed on the spot. If the claim is not presented immediately diminishes or ceases customer's claim for damages later, which could prevent timely filing.

7 FORCE

These "Terms and Conditions" apply to participants stay in:

M-Pension
Davídkova 2143/94
Prague 8

Force since 1 January 2009 and become effective at the time of signing a customer or send e-booking from the website.