

General Terms and Conditions

The Customer is entitled to cancel an order at any time before their arrival, i.e. before the agreed day of commencement of their accommodation. Cancellation of stay may be done only by e-mail sent with return receipt to the following address:

info@villabetty.cz.

In case of cancellation, guest house Villa Betty may charge a cancellation fee in the following amounts:

- 30% from the price of the services ordered, if cancelled within 28-21 days prior to arrival.
- 60% from the price of the services ordered, if cancelled within 7-2 days prior to arrival.
- 100% from the price of the services ordered, if cancelled within 28-21 days prior to arrival.

Guest house Villa Betty – conditions:

1. Information on arrival / departure

Arrival: 14:00 - 18:30

Departure: by 10:00

Maybe agreed otherwise.

2. Contractual relationship

Contractual relationship between the Customer and guest house Villa Betty arises on the basis of a written contract (i.e. duly completed application – order form), or on the basis of a telephone order confirmed by fax or e-mail.

3. Accommodation price and payment

The final price of accommodation is based on the client's requirements and is calculated from the Provider's current price list. The Provider reserves the right to adjust prices in the event that within the period from the pricing to the realization of accommodation a change in legislation, tax or other changes resulting from Force Majeure occur. The price includes services listed for each type of accommodation.

4. Privacy Policy

Pursuant to Act No. 101/2000 Coll., on the Protection of Personal Data, as amended, the Provider informs customers about collecting and storing their personal data, including private personal data concerning identification (in particular telephone numbers and e-mails) that customers provide. The Customer agrees that such data is recorded and kept by the Provider in electronic form and used for business and marketing purposes of the Provider for 15 years of the conclusion of the contract.

5. Warranty Claims

The Customer is obliged to inform the Provider about their claims without an undue delay. In case of a warranty claim, the Customer is obliged to claim for defects without any delay, directly at the Provider of the services in the place of their stay, to allow the removal of defects while still being accommodated. If this is not possible, the claim is placed in writing with the Provider of services. If the warranty claim is not made immediately, the Customer lowers or invalidates their right to compensation of damages, which might have been prevented by timely notification.

If circumstances arise whose emergence, progress and possibly result does not depend on the will, action and procedure of the Provider, or circumstances on the side of the customer (health), on the basis of which the customer cannot entirely or partially use the paid services provided by the Provider, the customer is not entitled to a refund of the price paid or to a discount on the price, or any other reimbursement and compensations.

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