

## **GENERAL TERMS AND CONDITIONS**

The accommodated clients are governed by the laws of the Czech Republic on the basis of Czech law and the accommodation rules of HOSTEL TYRŠ. The accommodated guest accepts the accommodation rules as a contractual condition of accommodation and is obliged to observe its provisions.

Each guest is obliged to familiarize themselves with these accommodation rules, his ignorance will not be taken into account. The accommodation rules are published on the website of Hostel Tyrš - <https://sokol.eu/hostel-tyrs>

General Terms and Conditions (hereinafter referred to as "Terms") of the Association Česká obec sokolská, ID: 00409537, VAT: CZ00409537, file number: L 653/MSPH registered with the Municipal Court in Prague, govern the contractual relationship between Association Česká obec sokolská and any individual or legal entity placing an accommodation order (hereinafter referred to as the "Client").

### **Article I. - Subject matter of the contractual relationship**

These Terms and Conditions regulate the rights and obligations of the contractual parties when renting the hostel rooms for accommodation and other hostel services as individual services according to the individual customer's request.

### **Article II. - Establishment of a contractual relationship**

The contractual relationship between the client and the hostel arises upon the confirmation of the hostel's order of stay. The hostel undertakes to provide the client with a stay and provide the agreed scope and quality of the agreed service (hereinafter referred to as "Stay"), and the client is obliged to pay the hostel the agreed price.

### **Article III. - Order of stay, price and payment**

#### **3.1 Order of stay**

- by phone: +420 770 396 566
- by e-mail: [hosteltyrs@sokol.eu](mailto:hosteltyrs@sokol.eu)
- via the electronic form on the website: <https://sokol.eu/hostel-tyrs>
- through sales portals with which the hostel cooperates

3.2 The guest is obliged to pay the agreed contractual prices of the hostel for the accommodation and other services he / she uses based on the stated hostel price list.

Prices of provided services are stated in the booking form or on the hostel website: <https://sokol.eu/hostel-tyrs>. Price per room includes VAT.

3.3 The Client is required to pay for all services ordered by the Client and confirmed by the Hostel exclusively online by payment card prior to arrival. Payment in cash or by payment card upon arrival is not accepted.

If the client shortens the agreed length of stay in the hostel, the hostel has the right to charge the client the full amount of the agreed price for the entire length of the ordered stay.

### **Article IV. - Customer's basic rights and obligations**

4.1 Customer's rights: a) the right to properly provide contractually agreed and paid services, b) the right to be aware of any changes in the contracted services, c) the right to withdraw from the contract at any time prior to the start of the stay or to claim defects.

4.2 Obligations of the customer: a) to provide the hostel with the assistance required to properly secure and provide services, in particular truthfully and completely state the required information in the order, incl. reporting any changes to such data, b) to inform the hostel without undue delay about any changes in the terms and conditions of the agreed services, c) to receive the documents necessary for the services from the hostel and to arrive at the specified time at the specified time d) of the contract, the customer is obliged to notify the hostel of such withdrawal from the contract and to pay the severance pay according to the cancellation conditions.

### **Article V. - Basic obligations of the hostel**

a) provide the client with all information about the stay b) secure the client's stay on the basis of a confirmed order and in accordance with generally binding legal regulations c) in the case of withdrawal from the contract by the client pay no later than 14 days after the written receipt of cancellation stay and applicable cancellation fees.

#### **Article VI. - Withdrawal and cancellation conditions**

The client has the right to cancel the stay at any time, i.e. withdraw from the contract. The contractual relationship is cancelled and the participation is cancelled as of the date when the hostel is notified in writing or orally (cancellation). In this case, the hostel has the right to charge severance / cancellation fees (contractual penalty). The severance pay is payable immediately. After deducting severance pay from the total price of the stay, the customer will receive the rest of the amount paid. If the severance payment (cancellation fees) is higher than the advance payment, the client is obliged to pay an amount equal to the severance payment (cancellation fees).

#### **Cancellation fees**

##### Cancellation policy for regular bookings

The client is entitled to cancel the reservation free of charge no later than 7 days prior to the scheduled arrival date. In the event of cancellation made less than 7 days prior to arrival, the hostel is entitled to charge the client 100% of the total price of the reservation.

##### Cancellation policy for non-refundable bookings

In the event of cancellation, modification of the reservation, or failure to arrive at the accommodation (no-show), the hostel is entitled to charge the client the full price of the stay.

##### Special cancellation policy

In the case of long-term reservations or reservations related to public holidays, New Year's Eve, or other special events, individual cancellation conditions may be agreed upon, and the Hostel may require a non-refundable advance payment for accommodation services, payable in advance.

##### Cancellation policy for groups (15 or more people)

A group reservation can be cancelled free of charge by the client up to 30 days before arrival. In case of cancellation 30-15 days before arrival, the hostel will charge the client 50% of the total reservation price. In case of cancellation 14-0 days before arrival, the hostel will charge the client 100% of the total reservation price. Reduction of the number of people is possible no later than 14 days before arrival.

#### **Article VII. - Use of personal data**

See the separate document **Information on the Processing of Personal Data**, available at: <https://sokol.eu/hostel-tyrs>

The hostel uses cookies on its website in accordance with Act No. 127/2005 Coll., on Electronic Communications, and applicable EU regulations. Detailed information on the use of cookies, their types, and options for rejecting them is available in the Cookies Policy, accessible at: <https://sokol.eu/hostel-tyrs>

The client has the right to withdraw their consent to the use of cookies at any time through their browser settings or directly on the hostel's website.

#### **Article VIII. - Final Provisions**

The General Terms and Conditions come into effect on **1 May 2026**.

The accommodated guest has the right to file an out-of-court settlement of such a dispute to a designated subject of out-of-court settlement of consumer disputes:

The Czech Trade Inspection  
Central Inspectorate - ADR Unit  
Štěpánská 15  
120 00 Prague 2  
Email: [adr@coi.cz](mailto:adr@coi.cz)  
Web: <https://adr.coi.cz>

The Czech Trade Inspection Authority is a supervisory body supervising consumer protection, proceeding pursuant to Act No. 64/1986 Coll., On the Czech Trade Inspection Authority, as amended, and other legal regulations. The website of the Czech Trade Inspection Authority is [www.coi.cz](http://www.coi.cz).

Pursuant to Section 1837 (j) of Act No. 89/2012 Coll., The Civil Code accommodated as a consumer, the right to withdraw from the accommodation contract does not arise if the accommodation facility provides performance within the stipulated deadline.