



**HOTEL**  
**COSMOPOLITAN**  
**PRAGUE**

## **General Terms and Conditions**

The General Terms and Conditions (hereinafter referred to as the "Terms") of the COSMOPOLITAN Prague hotel operated by Zlatnická s.r.o., Zlatnická 3, 110 00 Prague 1, Company ID: 27172546, VAT ID: CZ27172546, registered in the Commercial Register maintained by the Municipal Court in Prague, file number C 101820, regulate the mutual contractual relationship between Zlatnická s. r. o. and the individual who orders the services (hereinafter referred to as the "Client").

### **1. Subject of the Contractual Relationship**

These terms govern the provision of accommodation, catering, and related services to clients of the COSMOPOLITAN Prague hotel.

### **2. Formation of the Contractual Relationship**

The contractual relationship between the hotel and the client is established upon the hotel's confirmation of the booking. The booking may be made by phone, email, or through the hotel's online reservation system.

### **3. Description of Products/Services Offered**

The hotel provides accommodation services, catering, wellness, and other related services. A description of the services offered, their availability, and prices are provided on the hotel's website.

### **4. Contact Information**

The client can contact the hotel at Zlatnická 3, 110 00 Prague 1, by phone at +420 295 563 000, +420 295 563 777, or by email at [reservation@hotel-cosmopolitan.cz](mailto:reservation@hotel-cosmopolitan.cz). Contact information is also provided on the hotel's website.

### **5. Booking, Price, and Payment**

Bookings can be made by phone, email, or through the hotel's website. The prices of services are listed on the hotel's website and are subject to change. The guest is required to pay for accommodation and other services according to the agreed prices. Payment details must be provided at the time of booking for the purpose of guaranteeing the reservation. The hotel reserves the right to pre-authorize the payment card. Payments are charged in Czech crowns according to the hotel's exchange rate.

### **6. Complaints Procedure**

The client has the right to file a complaint if the services provided are of insufficient quality. Complaints must be made without undue delay and will be addressed in accordance with applicable legal regulations. Please see act no. 634/1992 coll on the hotel's website.

## 7. Personal Data Protection

The protection of clients' personal data is a priority for the hotel. Information on personal data processing is available on the hotel's website under the Privacy Policy section.

## 8. Delivery Conditions

In the event that COSMOPOLITAN Prague hotel provides services, particularly accommodation, the following delivery conditions apply:

1. **Booking Confirmation:** After making a reservation, the guest will immediately receive a booking confirmation via email. This confirmation contains all essential information regarding the reservation, including stay dates, room type, total price, and payment terms.
2. **Reservation Changes and Cancellations:** The guest has the option to change or cancel the reservation in accordance with the conditions specified in the booking confirmation. Details on the terms of changes or cancellations are included in the booking confirmation and may vary depending on the type of reservation.
3. **Check-in:** The guest is required to check in at the time specified in the booking confirmation. If the guest does not arrive by midnight on the day of arrival and the hotel has not been informed of a late arrival, the hotel may cancel the reservation and charge a cancellation fee.
4. **Responsibility for the Reservation:** The hotel is responsible for providing accommodation according to the confirmed reservation. If for any reason the reservation cannot be fulfilled, the hotel will promptly inform the guest and offer an alternative solution.
5. **Additional Services:** Any additional services ordered by the guest during their stay (e.g., catering, wellness, etc.) will be billed according to the current price list and paid upon departure or according to the terms specified in the reservation.

## 9. Payment Terms

Payment for ordered services can be made in cash, by credit card, online via a payment gateway, or by bank transfer. Bank transfer instructions will be sent to the client by email. All payments must be made in full and in accordance with the hotel's instructions.

## 10. Contractual Relationship

The contractual relationship between the hotel and the client is established upon the hotel's confirmation of the reservation. This relationship is conditioned by the client's fulfilment of all payment obligations.

## **11. Withdrawal from the Contract and Cancellation Policy**

The client has the right to withdraw from the contract at any time before the start of the stay. The conditions for withdrawal and cancellation fees are governed by the rules specified in the booking confirmation. The hotel is entitled to charge cancellation fees according to the type of reservation.

**Cancellation conditions according to the type of chosen reservation:**

### **„Pay now & Save"**

Payment: The total price of the reservation will be charged by the hotel on the day of booking and is non-refundable.

Cancellations: If cancelled, modified or in case of no show, 100% cancellation fee will be applied.

Payments will be charged in CZK, the actual hotel exchange rate will be applied.

### **„Free Cancellation"**

Payment: Book now - pay during your stay. No deposit will be charged, however, valid credit card details to guarantee your reservation is required. A hold may be placed on your card account for the anticipated amount to be owed to the hotel, including estimated incidentals.

Cancellations: Free cancellation till midnight prior arrival (until 23:59). Cancellation made on arrival day or no show results in first night penalty charge.

### **„Special rates & Packages"**

When booking special rate or package, the cancellation conditions stated in the rate description in your reservation confirmation apply.

## **12. Final Provisions**

These terms and conditions become effective on the day of their publication and are binding on all clients who use the services of COSMOPOLITAN Prague hotel.