

GENERAL TERMS AND CONDITIONS (GTC)

Article 1 INTRODUCTORY PROVISION

- 1.1** The operator of VILLA PRI RYBNÍKU STROHM, located at Kopanice-Dômký 1380, 966 01 Hodruša Hámre, is Branislav Strohmayer, Lachova 16, 851 03 Bratislava, VAT ID: 1026182619.
- 1.2** The General Terms and Conditions (hereinafter "GTC") apply to the use of the online reservation system, payment and cancellation conditions made by the client through the website www.villastrohm.sk, as well as to all other rights and obligations arising from the legal relationship created during the reservation.
- 1.3** Clients are advised to familiarize themselves with the GTC before making a reservation and to proceed with the reservation only if they agree to them. The Operator reserves the right to amend the GTC, and such changes take effect on the day they are published on the website www.villastrohm.sk. By confirming the reservation, the client fully agrees with the GTC.
- 1.4** By using the reservation system, the client declares that they are legally capable of acquiring rights and assuming obligations in their own name.
- 1.5** The price list refers to the current overview of accommodation and related services of Villa pri rybníku STROHM, published on the Operator's website, in particular on the subpage www.villastrohm.sk/cennik. Prices listed in the price list include VAT, unless explicitly stated otherwise.
- 1.6** An integral part of these GTC is also the House Rules of Villa pri rybníku STROHM (hereinafter "House Rules"), which regulate, in particular, the rules of stay for clients at the Villa, the use of Villa facilities and the premises, and safety and operational rules. By confirming the reservation, the client also acknowledges that they have read the House Rules and agree to comply with them.

Article 2 RESERVATION

- 2.1** When making a reservation, the client is able to search for currently available accommodation capacities at Villa STROHM according to the parameters chosen by them (arrival date, departure date, etc.).
- 2.2** The client is obliged to fill in all required information when making a reservation.
- 2.3** After completing the reservation, a confirmation or rejection of the reservation will be sent without delay to the email address provided by the client.

Article 3 PAYMENT TERMS

- 3.1** After the reservation is approved, **the client is obliged to pay a deposit of 50% of the accommodation price within 3 working days to the account: SK24 1100 0000 0026 1704 5910**. The reservation is bindingly confirmed only after the deposit has been credited to the accommodation provider's account. In case of non-payment of the deposit within the specified period or of the balance upon arrival, the accommodation provider has the right to cancel the reservation without any claim for compensation. The client will be informed of the cancellation by email.

- 3.2** The remaining amount of the accommodation price together with a refundable deposit of €300, local accommodation tax of €1 per person over 2 years old per night, and cleaning fee of €220 is to be paid in cash on the day of arrival.
- 3.3** The refundable deposit of €300 is paid upon arrival in cash as security for potential damages, excessive dirt, and violations of these Terms and Conditions.
- 3.4** After the stay and inspection of the property by the accommodation provider, the deposit will be returned to the client by bank transfer to the account provided within 5 working days, provided no damage or other violations of the Terms and Conditions are found.
- 3.5** In case of detected damage, excessive dirt, or other violations of the Terms and Conditions, the accommodation provider is entitled to use an appropriate portion or the entire deposit to cover their claims. If the damage exceeds the deposit amount, the client is obliged to pay the difference.

Article 4

CHANGES OR CANCELLATION OF RESERVATION

- 4.1** Changes to an existing reservation by the client can be made in writing via email: info@villastrohm.sk or by phone: **+421 910 810 212**.
- 4.2** If the client requests a change to the reservation that cannot be accommodated for any reason (capacity, operational, etc.), the client is not entitled to compensation. However, the accommodation provider undertakes to take all steps to meet the client's request.
- 4.3** In the case of cancellation of a reservation or withdrawal from the contract by the client, the accommodation provider is entitled to a cancellation fee. If the reservation is canceled at least 30 days before arrival, 100% of the accommodation deposit will be refunded. If the reservation is canceled 29 days or less before arrival, the deposit becomes fully non-refundable as a cancellation fee. For New Year's Eve and/or Christmas periods (December 20 – January 6), the deposit is fully non-refundable.
- 4.4** If the client cancels the reservation in a manner and within the period according to these Terms and Conditions, entitling them to a refund of the deposit or part of it, the accommodation provider will return the corresponding amount by bank transfer to the account from which the deposit was paid, unless otherwise agreed with the client, no later than 14 days after confirmation of the cancellation.
- 4.5** If the client does not arrive for the reserved stay, the accommodation provider is entitled to a cancellation fee of 100% of the price of the booked and confirmed services.
- 4.6** Bank charges related to the refund of the stay cost are borne by the client.

Article 5

SPECIAL PROVISIONS

- 5.1** The client may request assistance with a reservation or any uncertainties from the reservation department of the accommodation provider by phone at **+421 910 810 212** or by email: info@villastrohm.sk
- 5.2** Check-in is possible on the day of arrival from 14:00. Check-out is on the day of departure by 10:00.
- 5.3** For individual requests (late check-in, late check-out, baby crib), the client has the right to contact the reservation department of the accommodation provider by phone at +421 910 810 212 or by email: info@villastrohm.sk
- 5.4** The accommodation provider reserves the right to evaluate individual requests on a case-by-case basis.
- 5.5** No hazardous substances (explosives, ammunition, corrosives, poisons, toxic substances, infectious or radioactive materials) may be brought into the Villa; detailed rules are contained in the House Rules. In case of violation of this prohibition, the accommodation provider is entitled to charge the client a contractual penalty of €1,000 and to immediately terminate the client's stay without any compensation.
- 5.6** Smoking is strictly prohibited inside the Villa in accordance with the House Rules, including electronic cigarettes and similar products. In case of violation of this prohibition, the accommodation provider is entitled to charge the client a contractual penalty of €1,000 and to immediately terminate the client's stay without any compensation.

- 5.7 No pets are allowed inside the Villa or on the premises without prior explicit consent from the accommodation provider; detailed rules are contained in the House Rules. In case of violation of this prohibition, the accommodation provider is entitled to charge the client a contractual penalty of €1,000 and to immediately terminate the client's stay without any compensation.
- 5.8 Access to the Villa and its premises is only permitted to persons duly registered for the stay for a specific period; rules for visits and entry of additional persons are detailed in the House Rules. If unregistered persons are found on the premises, the accommodation provider is entitled to immediately terminate the client's stay without any compensation.

Article 6

ACCOMMODATION SERVICES – INDIVIDUAL CLIENTS

- 6.1** The accommodation provider is obliged to make the reserved rooms/Villa available to the client from 14:00 on the agreed day of arrival; the client is entitled to early access to the reserved room/Villa only if the provider expressly agreed to this when concluding the contract.
- 6.2** The client is obliged to vacate and leave the Villa by 10:00 on the agreed day of departure, unless otherwise agreed in advance. If the client leaves the Villa after this time, the provider is entitled to charge a fee of €200 for each commenced hour.
- 6.3** The client's stay in the Villa, the use of rooms and common areas, rules regarding night-time quiet, receiving visitors, use of equipment and facilities, parking, and other client obligations are governed by the House Rules of Villa pri rybníku STROHM. The House Rules are binding for the client in the same way as these GTC and form an integral part of them.
- 6.4** Upon moving into the room, the client is obliged to immediately report any deficiencies, discrepancies, or objections to the provider upon their discovery.
- 6.5** The client is also obliged to report any damage to the room or its inventory. If the provider discovers damage to the room or its inventory after the client's departure, without the client having reported these facts, the client is obliged to compensate for the damage to the room or its inventory in full.

Article 7 EVENTS

- 7.1** No events are allowed in the Villa.

Article 8 OTHER

- 8.1** The procedure for lost and found items, their storage, and possible sending to the guest is governed by the House Rules. Found items are generally stored in the Villa for one (1) month. Sending items to the guest is possible upon their request, with the guest covering postage and packaging costs.

Article 9

FINAL PROVISIONS

- 9.1** These GTC and the legal relationships arising from them are governed by the legal system of the Slovak Republic. If any provision of these GTC is or becomes invalid, ineffective, or unenforceable, such invalidity, ineffectiveness, or unenforceability shall not affect the validity and effectiveness of the remaining provisions of these GTC.
- 9.2** By confirming the reservation, the Client expresses their consent to these GTC and the House Rules and undertakes to comply with them. The Operator reserves the right to amend these GTC and the House Rules. The obligation to provide written notice of changes to the GTC and/or House Rules is considered fulfilled by publishing their current version on the Operator's website www.villastrohm.sk
- 9.3** These GTC come into force and effect on 1 November 2025.

Villa pri rybníku STROHM