

Business conditions of hotel Victoria ****

1 General regulations

1.1 These General Terms and Conditions govern the rights and obligations of the contracting parties arising from the purchase contract made between:
the seller, which is the operator of Hotel Victoria****:

Victoria Group Ltd. V. Žingora 9820, 036 01 Martin

Business registration number: 36411779

Business registration number VAT: SK2020123633

and the buyer and which subject matter is the purchase and sale of hotel services on the Internet Seller's page <http://www.hotelvictoria.sk>

1.2 By sending a binding order via the order form from the website, the buyer confirms to the seller that he or she accepts the terms and conditions of the purchase and delivery of services declared by the seller. The relations between the buyer and the seller are governed by these terms and conditions which are obligatory for both parties.

1.3 In case that the seller and the buyer conclude a written contract for the supply of services, in which they agree on conditions deviating from the general terms and conditions, the regulations of such contract will take precedence over the general terms and conditions.

2 Ordering hotel services

2.1 The services are ordered by the buyer from the seller through the order form on the website. At the same time, the order is a draft of the purchase contract, the subject of which is entirely the scope of services specified in the order.

2.2 The purchase contract is concluded by the seller's confirmation of the order.

2.3 In individual, especially costly, cases, the seller reserves the right to binding order confirmation by phone or e-mail and payment of the financial amount by the buyer upon the conclusion of the contract.

2.4 The seller is bound to the buyer by their offer of services presented on the seller's website after the order to the buyer is confirmed.

2.5 The seller undertakes to deliver services to the buyer to the agreed extent and in accordance with specifications or characteristics usual for the type of services, identical to the description that complies with the given standards, regulations valid in the territory of the Slovak Republic.

3 Order confirmation

3.1 The seller sends the order confirmation to the buyer by e-mail.

4 Payment for order

4.1 The buyer is obliged to pay the seller the purchase price of the services agreed in the purchase contract by cashless transfer to the seller's account (bank transfer) or through an authorized payment terminal on the website. The chosen method of payment for the order is specified in the binding acceptance of the order.

4.2. In case the buyer pays the seller the purchase price by cashless transfer, the date of the payment is considered to be the day when the entire purchase amount is credited to the seller's account.

5 Order cancellation

5.1 Each service order can be cancelled by the buyer by e-mail without giving a reason. It is enough to enter the name, e-mail address and order number (or description of the ordered service).

5.2 When cancelling an order, the following cancellation conditions apply:

- from 15 to 30 days before arrival 30 %
 - from 7 to 14 days before arrival 50 %
 - from 6 days before arrival 100 %
-

5.3 In the case that the buyer has paid the seller the purchase price or a part thereof within the time of order cancellation, the seller shall, under the valid cancellation conditions, return the purchase price already paid or its relevant part within 7 days of cancellation of the order by transfer to the buyer's bank account, unless the parties agree on another method of the purchase price refund.

6 Delivery time

6.1 The buyer has the right to be delivered services in the quantity, quality, date and place agreed by the parties in the binding acceptance of the order.

6.2 The buyer is obliged to use the ordered services within the agreed date which is specified in the acceptance of the buyer's order by the seller.

7 Complaints

7.1 The buyer has the right to make a complaint to the seller if the services have not been provided in the agreed standard.

7.2 Any complaints will be resolved by the seller on individual agreement and in accordance with applicable law to the guaranteed satisfaction of the buyer.

7.3 Complaints procedures:

- The buyer informs the seller about complaint in person when using the services, by e-mail or in written form

- The seller shall settle the buyer's complaint immediately upon personal notification, or in the case of written notification no later than 14 days from its occurrence

7.4 The seller is obliged to deal with the complaint and terminate the complaint procedure in one of the following ways:

- a) repeated provision of agreed services in partial or in full extent
- b) refund of the purchase price of services,
- c) paying a reasonable discount on the price of services

8 Alternative dispute resolution

8.1 The buyer - consumer - has the right to contact the seller with a request for correction by e-mail at If the seller responds negatively to this request or does not respond to it within 30 days of sending it, the consumer has the right to submit a proposal to initiate alternative dispute resolution to the alternative dispute resolution entity (hereinafter referred to as the ARS entity) pursuant to Act 391/2015 Coll. ARS subjects are authorities and authorized legal entities according to § 3 of Act 391/2015 Coll. The proposal can be submitted by the consumer in the manner determined according to §12 of Act 391/2015 Coll. The consumer can also file a complaint through the alternative dispute resolution platform of the RSO, which is available at https://ec.europa.eu/info/policies/consumers_en. Alternative dispute resolution can only be used by a consumer who is a natural person who, when concluding and fulfilling a consumer contract, does not act within the scope of his business activity, employment or profession. Alternative dispute resolution applies only to a dispute between a consumer and a seller, resulting from a consumer contract or related to a consumer contract. Alternative dispute resolution applies only to contracts concluded at a distance. Alternative dispute resolution does not apply to disputes where the value of the dispute does not exceed EUR 20. The ARS entity may demand payment of a fee for starting an alternative dispute resolution from the consumer, up to a maximum of EUR 5 including VAT.

9 Privacy policy

9.1 The parties agree that the buyer, as a natural person, is obliged to notify the seller of their name and surname, permanent residence address including zip code, e-mail address and telephone number. The buyer as a legal entity is obliged to notify the seller of their business name, registered office address including zip code, business registration number, VAT number, e-mail address and telephone number.

9.2 The buyer declares that he agrees in accordance with the provisions of § 7 par. 1 of Act no. 428/2002 Coll. on the personal data protection, as amended, with the seller to process and store his personal data.

9.3 The seller undertakes not to provide the buyer's data, including e-mail address, to any other third party.

10. Final regulations

10.1 The seller reserves the right to change these general business terms and conditions. The obligation to notify the change in these General Terms and Conditions in writing is fulfilled by placing it on the seller's e-commerce website.