

General Terms and Conditions and Privacy Policy

1. Identification of the Accommodation Provider

Operator and accommodation provider:

Samota Hojšín s.r.o.

Registered office: Hojšín 4, 257 86 Neustupov

Company ID No.: 23988991

Contact details:

Client care: Kristýna Trmalová, tel.: 737 628 529, e-mail: samota@hojsin.cz

Property manager: Tereza Trnková, tel.: 731 021 558

2. Reservation and Conclusion of the Accommodation Agreement

A binding reservation and accommodation agreement are created at the moment we confirm the reservation in writing and the required deposit is subsequently paid.

If the deposit amounting to 50% of the total accommodation price is not paid within 3 days of creating the reservation, the reservation will be automatically cancelled and deemed cancelled.

3. Accommodation Price and Payment Terms

After the reservation is created, the accommodation price is stated clearly and finally, including all ancillary costs. The local accommodation fee is already fully included in the total accommodation price.

- Payment schedule:
 - Deposit payment: Within 3 days of creating the reservation, a deposit amounting to 50% of the total stay price must be paid to bank account number: 2703373320 / 2010
 - Final payment: The remaining amount must be paid no later than 14 days before the start date of the stay.
 - Refundable security deposit: The security deposit for any damage is payable no later than on the day the stay begins. The guest is liable for all damage caused in the property and its surroundings during the stay by the guest or the guest's pets. The accommodation provider is entitled to unilaterally set off any damage against the refundable security deposit paid. If the damage exceeds the amount of the

security deposit, the guest undertakes to pay the difference within 7 days of the end of the stay.

4. Cancellation Terms and Withdrawal from the Agreement

In accordance with Section 1837(j) of Act No. 89/2012 Coll., the Civil Code, the consumer does not have the right to withdraw from the accommodation agreement within 14 days without giving a reason, as this is an accommodation agreement relating to leisure-time services where the accommodation provider provides performance on a specified date. Cancellation of the stay is therefore governed exclusively by the following cancellation fees:

- Cancellation fees:
 - Cancellation of the stay 6 months or more before arrival: free of charge (the deposit will be refunded in full).
 - Cancellation of the stay 5 to 3 months before arrival: the cancellation fee is 50% of the deposit payment collected.
 - Cancellation of the stay 3 months or less before arrival: the cancellation fee is 100% of the deposit payment collected.

5. Rules of Stay and Rights and Obligations

- Arrival and departure times:
 - Check-in (arrival): from 5:00 p.m.
 - Check-out (departure): by 11:00 a.m.
- Property rules:
 - Pets are welcome here.
 - All indoor areas of the property are non-smoking.
 - Quiet hours and consideration: We observe quiet hours. After 10:00 p.m., any music must be moved indoors and the surrounding area must not be disturbed.
 - The accommodation provider is not liable for the inability to provide accommodation due to force majeure events (e.g. natural disasters, long-term energy outages not caused by the accommodation provider, or damage to the property). In such a case, the accommodation provider will offer an alternative date or refund 100% of the amount paid. The guest is not entitled to any further compensation.
 - The accommodation provider reserves the right to terminate the guest's stay immediately without compensation (refund) if the guest seriously breaches these Terms and Conditions, the accommodation rules, fails to respect quiet hours after 10:00 p.m., or intentionally damages the accommodation provider's property.

- The accommodation provider is not liable for the loss of or damage to valuables, jewellery, expensive electronics, or cash left unattended on the premises. The guest is obliged to secure their belongings properly and to lock all entrances when leaving the property.

6. Communication

We take pride in ensuring that you are fully satisfied during your stay. If you discover any deficiencies during your stay or are dissatisfied with anything, please contact us immediately by e-mail at samota@hojsin.cz or by telephone at 737 628 529. We will address your request and resolve any complaint as quickly as possible, ideally by providing an immediate remedy during your stay.

7. Alternative Dispute Resolution for Consumer Disputes (ADR)

The accommodated guest (consumer) has the right to alternative dispute resolution in respect of any dispute arising from the accommodation agreement. The competent body for alternative resolution of consumer disputes is the Czech Trade Inspection Authority (ČOI). Further information is available on the website www.coi.cz. The consumer may also use the online dispute resolution platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

8. Privacy Policy

Personal data controller: Samota Hojšín s.r.o. (Company ID No.: 23988991).

We process your personal data in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) for the following purposes:

- Performance of the agreement (processing the reservation and stay): first name, surname, stay dates, payment details, e-mail address.
- Compliance with a legal obligation (the Local Fees Act, the Act on the Residence of Foreign Nationals): duration of accommodation, purpose of stay, identity card or passport number, and, for foreign nationals, also citizenship and visa number.
- Legitimate interest: marketing (sending information about our services; you may unsubscribe from these communications at any time).

Personal data retention period:

- We retain data in the accommodation register for a period of 6 years.
- We retain data for the Foreign Police for a period of 6 years.
- We retain data necessary for accounting and tax purposes for a period of 10 years.

Transfer of data to third parties (recipients):

- We do not sell your data. We only transfer it to reliable partners who help us with operations and to public authorities:
 - Reservation system provider, accounting firm, IT support provider.
 - Public authorities (municipal authority, Foreign Police of the Czech Republic, Police of the Czech Republic) on the basis of a legal obligation.

9. Guests' Rights in Relation to Personal Data Protection

Under the law and the GDPR, you have a number of rights in relation to your personal data as a data subject. In particular, we guarantee you:

- Right of access to personal data: You may request information about which specific data we process about you and for what purpose.
- Right to rectification: If your data is inaccurate, incomplete, or out of date, you have the right to have it corrected without undue delay.
- Right to erasure ("right to be forgotten"): You may request the deletion of data if it is no longer necessary for the purposes for which it was collected, provided that our legal obligation to retain it does not prevent deletion, for example for accounting purposes.
- Right to restriction of processing: In certain cases, for example while a dispute concerning the accuracy of data is being resolved, you may request the temporary restriction of the processing of your data.
- Right to data portability: You have the right to obtain your data in a structured, commonly used format and transfer it to another controller.
- Right to object: In particular, to processing based on legitimate interest, for example if you do not wish to receive marketing communications.
- Right to lodge a complaint: If you believe that we are not handling your personal data in accordance with the law, you have the right to lodge a complaint with the supervisory authority, which is the Office for Personal Data Protection (ÚOOÚ).

These Terms and Conditions are valid from 20 May 2026. By completing the reservation process, the guest confirms their consent to these Terms and Conditions.