

Terms & Conditions

1. GENERAL BOOKING CONDITIONS

1.1. These general terms and conditions govern the terms of reservations via the residenceagnes.com or residenceagnes.cz websites. Accommodation under the name Hotel Residence Agnes is operated by Haštalská 19, spol. s.r.o. registered under identification number 26493624 (the company is registered in the commercial register kept at the Municipal Court in Prague in section C, file 85731).

1.2. By visiting and viewing our website, using it and making a reservation, you confirm that you have read, understood and agree to the terms and conditions below.

1.3. The company Haštalská 19, spol. s.r.o. is registered at Seifertova 617/26, Prague 3, 130 00. All correspondence should be sent to Hotel Residence Agnes, Haštalská 19, Prague 1, 110 00.

1.4. By making a reservation through the Hotel Residence Agnes website, you enter into a direct (legally binding) contractual relationship with Haštalská 19, spol. s r.o., and therefore you declare that you are 18 years of age or older, that you are legally authorized to use the website residenceagnes.com or residenceagnes.cz, that you accept responsibility for all payments made in your name or by credit card and confirm that you the information provided is true and correct.

1.5. All your orders will be considered as your will to purchase the desired accommodation and other services that are on offer. Haštalská 19, spol s r.o. will not be contractually bound to provide the services ordered by you at the offered prices until your reservation is reconfirmed and Hotel Residence Agnes receives payment in full for the ordered services or a credit card for the purposes of the accommodation guarantee.

2. TYPES OF RESERVATIONS

2.1. Through the websites residenceagnes.cz and residenceagnes.com, it is possible to make 2 types of reservations: a standard reservation with the possibility of canceling the reservation free of charge 48 hours before arrival and a non-refundable reservation without the possibility of cancellation and refund.

2.2. A standard reservation with the possibility of cancellation can be changed or canceled according to the applicable cancellation conditions, depending on the selected date.

2.3. For non-refundable reservations, changes or cancellations can be made without the possibility of returning 100% of the already paid reservation price. These reservations are always discounted compared to standard reservations, and the discounted price is subject to immediate prepayment. After making a reservation, the client will receive an email from the hotel address agnes@residenceagnes.com with a secure link to pay by credit card.

3. PRICES

3.1. On our website, we always show the average price per room/night and the total price per stay. The price in EUR is indicated in the reservation form when making the reservation. The price includes VAT of 10%. The city fee of CZK 50/adult per day is not included in the price and will be paid at the hotel reception.

3.2. Payment by credit card can only be made in CZK.

3.3. Exchange rates are set daily and are based on the bank's rates. Information about the course and the total price in CZK that was deducted from your credit/debit card is always shown on the invoice that you receive as an attachment to the confirmation email.

4. PAYMENT TERMS

4.1. The method of payment depends on the choice of the type of reservation and the payment terms are always indicated in the reservation form.

4.2. For standard reservations with the possibility of cancellation 48 hours before arrival, the payment method applies directly at the reception. When paying at the reception desk, we require clients to provide their credit card number, including the card's validity, for the purpose of guaranteeing accommodation. We only check this card and carry out the so-called pre-authorization of the credit card for the amount of CZK 1. Pre-authorization means the blocking of the amount on the credit/debit card for a limited period of approximately 14 days (the length of the blocking depends on the terms and conditions of the credit card issuer), so it is not a withdrawal of the relevant amount from the client's credit card.

4.3. For reservations without the possibility of cancellation and refund, the condition of immediate prepayment from the client's credit card applies. The client makes the payment based on the received email with a link to the secure payment gateway.

5. CHANGE OR CANCELLATION OF RESERVATION

5.1. By making a reservation, you accept the applicable cancellation conditions in case of no-show or late cancellation of the reservation.

5.2. All cancellations or changes to the reservation must be made in writing by email to agnes@residenceagnes.com, or modified via the link from the reservation confirmation (hyperactive link reservation number) or by phone at +420 774 941 258. Your cancellation or change of reservation will be reconfirmed in writing. This confirmation will also include the possible amount of the contractual penalty, according to the applicable cancellation conditions.

5.3. For standard reservations with the option of free cancellation 48 hours before arrival and payment at the reception desk, no contractual penalty will be charged if the reservation is canceled no later than 2 p.m. 2 days before arrival. In case of cancellation of the reservation after this period or in case of no-arrival, you will be charged a contractual penalty of 100% of the amount of the first night.

6. COMPLAINTS AND COMPENSATION

6.1. If you have a complaint about the quality of the accommodation or reservations about the services provided, try to resolve everything immediately on the spot with the staff and allow them to rectify the situation as quickly as possible.

6.2. If it is not possible to solve the problem on the spot, send us your complaint to agnes@residenceagnes.com no later than 14 days from the date of your stay. Your complaint will be investigated and possible compensation will be proposed based on the applicable rules set by the relevant legal regulations.

7.1. The company Hastalská 19, spol. s.r.o. reserves the right to change these terms and conditions. It is your responsibility to regularly check the wording of these terms and conditions before each reservation and familiarize yourself with any changes.

8.1. These General Terms and Conditions take effect on 1/11/2022.