



# **General Terms and Conditions of Accommodation and Complaints Policy (GTC)**

## **Albertov Rental Apartments (ARA)**

### **1. PRELIMINARY PROVISIONS**

1.1. These General Terms and Conditions of Accommodation and the Complaints Policy (hereinafter referred to as "GTC") issued by CTR Albertov a.s. (PLC), based in Prague 2, 2102/2b Na slupi Street, postcode 128 00, ID number 639 98 947, registered in the Commercial Register of the Municipal Court in Prague, Section B, Entry 3487 (hereinafter referred to as "ARA" or "Accommodation Provider"), which is the owner of the following buildings:

- a) Nové Město (New Town), No. 2102, apartment building on the plot No. 1428/3, the Cadastral Office for Nové Město (New Town), the city of Prague, 2b Na slupi Street, Prague 2,
- b) Nové Město (New Town), No. 2103, apartment building on the plot No. 1429/14, the Cadastral Office for Nové Město (New Town), the city of Prague, 2c Na slupi Street, Prague 2,
- c) Nové Město (New Town), No. 2106, apartment building on the plot No. 1429/15, the Cadastral Office for Nové Město (New Town), the city of Prague, 2b Horská Street, Prague 2,
- d) Nové Město (New Town), No. 2105, apartment building on the plot No. 1429/16, the Cadastral Office for Nové Město (New Town), the city of Prague, 2a Horská Street, Prague 2,
- e) Nové Město (New Town), No. 2104, apartment building on the plot No. 1429/17, the Cadastral Office for Nové Město (New Town), the city of Prague, 2 Horská Street, Prague 2,
- f) Nové Město (New Town), No. 2107, apartment building on the plot No. 1429/18, the Cadastral Office for Nové Město (New Town), the city of Prague, 2c, 2d, 2e Horská Street, Prague 2, and provides accommodation in apartments and parking spaces for short-term use in connection with the accommodation in these buildings.

1.2. These GTC set the conditions for reservation of accommodation and parking spaces in ARA and the related rights and obligations arising from such reservation between the Accommodation Provider and the Client.

1.3. The GTC apply to the reservation of accommodation lasting no more than one month.

## **2. RESERVATION AND ACCOMMODATION CONTRACT**

- 2.1. Accommodation can be booked in the form of:
  - a) Online reservation through the reservation system on the ARA website,
  - b) Requests sent from the ARA website,
  - c) Email sent to [info@albertov.eu](mailto:info@albertov.eu),
  - d) Reservation made by telephone or in writing by selling agents.
- 2.2 The Client is not entitled to choose a specific apartment or parking space; the apartment and parking space are allocated to the Client based on the information about the selected apartment category and the date of accommodation. The apartment furnishings are described and shown on the ARA website.
- 2.3 When making the reservation, the Client must state the full valid address and other contact details (email, phone number) and choose the payment method.
- 2.4 A binding reservation is made only after the payment of the full amount of the accommodation price is made in cash, by bank transfer to the bank account, by deposit to the bank account, by credit card, or by online payment with a credit card. The date of the payment is the date when the amount is credited to the ARA's account. By paying the accommodation price, the accommodation contract is concluded and the Client acknowledges that s/he is familiar with these GTC (the GTC are also available at [www.albertov.eu](http://www.albertov.eu) under the tab For Residents/Documents for download, and at the ARA reception desk), agrees with them, and takes note of them. If the accommodation price is not paid within the set period, the reservation is non-binding and ARA is entitled to cancel the reservation.
- 2.5 Payment by card over the Internet is secure:
  - a) Payment by card is made through the Global Payments payment gateway in cooperation with Česká spořitelna a.s.;
  - b) The data from your payment card is sent directly to the bank, so we have no access to it; this data is not stored or provided to third parties;
  - c) The data transfer takes place via a secure HTTPS protocol, which encrypts the information;
  - d) Card payments are authenticated using the 3D Secure standard, which is currently the most secure method of online card payments.

### **3. ACCOMMODATION PRICE**

- 3.1 The current price list of accommodation is available at the ARA selling agents and in the reservation system at [www.albertov.eu](http://www.albertov.eu). Payments for accommodation can be made in CZK or EUR.
- 3.2. The Client agrees to pay the accommodation price for the entire agreed period of accommodation, confirmed according to the reservation, before the apartment is handed over to her/him to use.
- 3.3 Other paid services are included in the price list of cleaning and other services available at the reception desk or on the ARA website.

### **4. CONTRACTED SERVICES**

- 4.1 Any discount from the price of accommodation by ARA after the reservation is made by the Client does not entitle the client to a new, reduced price of accommodation.
- 4.2 The apartment furnishings presented in the promotional materials and on the ARA website are for illustrative purpose only; changes may be made during the year. Since these may be minor changes that do not have a significant impact on the quality of accommodation, they do not constitute a reason for the Client to claim for financial compensation.

### **5. THE CLIENT'S OBLIGATIONS**

- 5.1 The Client is obliged to pay for any damage to the equipment of the apartment or common areas caused by the Client.
- 5.2 The Client is obliged to notify the Accommodation Provider of the need to carry out repairs in the apartment s/he is staying in immediately after the defect is discovered; otherwise s/he is liable for the damages incurred to the Accommodation Provider by breach of the reporting duty.
- 5.3 The Client is obliged to allow the Accommodation Provider to enter the apartment s/he is staying in for the necessary repairs. In the case of accidents endangering other areas in the buildings, the Accommodation Provider is entitled to enter the apartment even in the absence of the Client.
- 5.4 The Client is obliged to comply with generally binding regulations (e.g. fire protection measures, safety and hygiene regulations, environmental protection regulations, etc.), as well as the house rules

and the underground garages operating rules available at the ARA reception desk and on the ARA website.

- 5.5 The Client is obliged to observe the ban on smoking in all ARA premises (smoking is allowed only on the balconies of the apartments).
- 5.6 There is a strict ban on animals in the ARA complex.
- 5.7 The Client is not entitled to make any construction or other substantial changes to the apartment.
- 5.8 The Client is obliged to store money and any valuable things in the safe available in the apartment. The Accommodation Provider is not liable for items stored outside the safe. At the same time, the Client is obliged to set a sufficiently secure code (i.e. no combinations like 0000A, 1234B, etc.) on the safe. Furthermore, the Client is always obliged to properly close/lock the apartment as soon as s/he leaves it. The Accommodation Provider is not responsible for the loss of the Client's belongings if the apartment has not been properly closed/locked.
- 5.9 Depending on the type of the apartment, the Client will receive 2 keys and 1 electronic chip, 2 electronic chips, and/or 1 controller to access the underground garage. The Client should keep the keys/electronic chips and the controller driver throughout the stay. The Client is obliged to hand over the keys/electronic chips and the controller to the Accommodation Provider upon departure. In the event of their loss, the Client is obliged to pay the Accommodation Provider a lump sum compensation for their price. The price list of other services is available at the ARA reception desk and at [www.albertov.eu](http://www.albertov.eu).
- 5.10. On the day of departure, the Client is obliged to leave the apartment no later than at 11:00 a.m., unless agreed otherwise with the Accommodation Provider. If the Client fails to meet this deadline, s/he will be charged for the late check-out according to the Pricelist of additional service, available at the ARA reception desk and at [www.albertov.eu](http://www.albertov.eu).
- 5.11. The Accommodation Provider will send the things left behind in the apartment to the Client only at the Client's request, risk, and cost.

## **6. CANCELLATION AND TERMINATION OF THE CONTRACT**

- 6.1 ARA can cancel reservations only due to unforeseeable extraordinary circumstances. In such a case, ARA will immediately inform the Client of the cancellation of the reservation and the Client will receive immediately and without undue delay all payments sent to ARA. To

send the payment back, ARA will primarily use the same means of payment used by the Client to make the payment, unless ARA and the Client agree otherwise. Under no circumstances will the Client incur additional costs.

- 6.2 In the event of cancellation of a binding reservation or if the Client does not arrive, the total amount paid for the accommodation is forfeited and non-refundable. By prior arrangement, if circumstances permit, the reservation can be moved to another date.

## **7. COMPLAINTS POLICY**

- 7.1 The Accommodation Provider is obliged to duly inform the Client about the scope, conditions and manner of claiming liability for defects of services, including the conditions of claiming a conflict with the accommodation contract and the information on where the claim can be made.
- 7.2 The complaining Client hereby undertakes that all the facts stated in the complaint or elsewhere will be true in accordance with the facts.
- 7.3 If the claim is found to be justified (recognized), the costs of investigating the claim shall be borne in full by ARA.
- 7.4 The complaining Client acknowledges that s/he can only file her/his complaint in writing and only for the agreed accommodation, in any of the following ways:
- a) By personal delivery to the ARA reception desk,
  - b) By email to: [info@albertov.eu](mailto:info@albertov.eu),
  - c) By registered mail to the following address: CTR Albertov a.s., Na Slupi 2102/2b, 120 00 Prague 2
- 7.5 Claims for financial compensation cannot be subject to force majeure.

## **8. OTHER CONDITIONS**

- 8.1 The apartment will be handed over to the Client on the first day of the agreed accommodation. The apartment will be available to the Client from 11:00 a.m. on the day of arrival. If the Client could not arrive by 4:00 p.m. on the agreed date, s/he should report this fact to ARA no later than 2:00 p.m. and agree with an authorized ARA employee on how the apartment will be handed over to the Client.
- 8.2 Underground parking is available for a fee. The garage is not guarded, so the Accommodation Provider is not responsible for damage to items brought into the garage.

- 8.3 ARA reserves the right to pre-authorize payment cards (by validation of the credit card and the financial coverage to pay the accommodation price) at the time of the booking confirmation.
- 8.4 The Client confirms by e-mail order, online reservation or payment for the accommodation that s/he is familiar with the GTC, understands them, agrees with them, and fully accepts them.
- 8.5 The rights and obligations of the parties are governed by the laws of the Czech Republic, in particular Act No. 89/2012 Coll., The Civil Code, as amended.
- 8.6 The Client has the right to out-of-court settlement of consumer disputes. The subject of out-of-court settlement of consumer disputes is the Czech Trade Inspection ([www.coi.cz](http://www.coi.cz)).
- 8.7 The Accommodation Provider processes personal data in accordance with the Regulation of the European Parliament and of the Council (EU) 2016/679 of 27 April 2016. Specific information can be found on our website under [Personal data protection](#).

## 9. CONTACT

### **Reception hours**

<b>Monday</b>	7:30 a.m. to 6:00 p.m.
<b>Tuesday</b>	7:30 a.m. to 6:00 p.m.
<b>Wednesday</b>	7:30 a.m. to 6:00 p.m.
<b>Thursday</b>	7:30 a.m. to 6:00 p.m.
<b>Friday</b>	7:00 a.m. to 5:00 p.m.

### **Address:**

Albertov Rental Apartments  
Horská 2107/2d  
120 00 Prague 2, Czech Republic

**Reception phone:** (+420) 725 590 057

**E-mail:** [info@albertov.eu](mailto:info@albertov.eu)

Provider:  
CTR Albertov a.s.  
Na slupi 2102/2b  
120 00 Prague 2, Czech Republic  
Company ID: 63998947

These GTC are valid and effective from 1 January 2020 and available at

[www.albertov.eu](http://www.albertov.eu) under the tab For Residents/Documents for download and at the ARA reception desk. The individual arrangements contained in the accommodation contract shall prevail over the provisions stated in these GTC or in the written Accommodation Provider's confirmation of the reservation and/or their annexes. Email is also considered a written form.