

Infocentrum ROKY - trade terms

Order and payment of your stay

Your stay can be booked by e-mail, mail, fax, telephone or personally. There is a current state of free capacity on the web pages www.infocentrumroky.eu in booking system. If you choose the desired object, which is free, Infocentrum ROKY will send you a booking confirmation with the terms of payment for your stay. First payment is 30 % of the whole price of your stay and it is irreversible. Your stay payment have to be payed to a given bank account to a date stated on the reservation. We inform you that is necessary to keep the term of your payment, because Infocentrum ROKY obligatory reserve the object after obtaining first payment. If you do not pay the first payment to a date stated on the reservation, Infocentrum ROKY will regard this fact as a cancellation of your order and the object will be returned to the offer for other clients.

Your order will become binding after first payment and the client pledges himself to keep the trade terms of Infocentrum ROKY. After paying the whole stay amount, Infocentrum ROKY will send the voucher to a client and that is at least 30 days before your stay begins. If the whole stay amount is not pay to a stated date, the reservation is cancelled.

Cancellation terms

a) stay cancellation from client's quarter

Stay order can be cancelled only in written and univocal form (letter, fax, e-mail), time of reception in Infocentrum ROKY is essential. The announcements delivered after working hours (from 15:30 to 10:00 hours) are regarded as accepted up to next working day.

If the client cancels the ordered stay, he is obligated to pay a cancellation fee, its high is set according to the time left to the beginning of stay (beginning day is not counted), and in this way:

- 15 - 29 days before beginning - 75 % of whole amount,
- 14 and less day before beginning - 100 % of whole amount.

If the client is possible to arrange a substitute for himself, he does not pay the cancellation fee.

After accepting a cancellation more than 15 days before the stay begins, Infocentrum ROKY will issue a confirmation of cancellation and return a corresponded part of payed amount of your stay.

b) stay cancellation from Infocentrum ROKY's quarter

Infocentrum ROKY is authorized to cancel the stay due to the serious and unpredictable circumstances (e.g. a natural disaster, catastrophe, other sudden events), because of them it is impossible to arrange your stay. In this particular state Infocentrum ROKY will offer an appropriate alternative object to a client within its limit. If it is not possible to offer an

appropriate alternative object or a client refuses a compensation, Infocentrum ROKY will return the money already payed. The client has no claim to require any other compensation.

A client confirms that he has met and agreed with the trade terms of Infocentrum ROKY by paying cash advance on the basis of a bill of reservation. We will not regard any future complaint.

Infocentrum ROKY does not answer for lodging provider's serves and equipment.

If a client pays an amout for his stay at Infocentrum ROKY's cash desk and after that he cancels it, Infocentrum ROKY will charge a cancellation fee 12% of payed amount.