

<b>Accommodation provider:</b>	Jaroslava Pechová, Horní 591, Rokytnice nad Jizerou 512 44 Centrum Apartments, Dolní 340, Rokytnice nad Jizerou 512 44
<b>Customer:</b>	A natural or legal person using the services of the accommodation provider

## 1. Prices and services

The orientation prices of accommodation and any other services are available in the presentation materials of the accommodation provider (internet pages, leaflets, etc.). However, the price which is binding for the customer, is indicated in the accommodation confirmation. The accommodation confirmation confirmed by the accommodator is binding for the extent of contractually agreed services and prices. The accommodator is entitled to change the agreed conditions of the accommodation in cases that cannot be influenced (e.g. force majeure).

## 2. Advance payment conditions

On the basis of an ordered accommodation, the accommodator is entitled to request from the client an advance payment at the level of 50% from the estimated price of the stay. The accommodator will issue a request for the advance payment, with the amount of the advance payment and the payment terms.

The maturity date of the advance payment is determined by these contractual conditions as:

- within 24 hours after issuing the request for deposit
- in the case of larger groups according to agreement
- maturity can be adjusted by agreement between the contractual parties

## 3. Cancellations conditions

The customer is entitled to cancel the order without specifying the reasons at any time before the arrival. The cancellation of the stay is required in a written form, or in electronic form (email message with a return receipt) to the address: [info@apartmany-krkonose.cz](mailto:info@apartmany-krkonose.cz). The date and time of the email delivery determines the time of the stay cancellation. Cancellation of a reservation by a client is subject to cancellation fees, as specified below:

- More than 30 days before the arrival – no cancellation fees.
- Cancellation less than 30 days before the arrival – 100% of the total price of the reservation will be charged.

## 4. Supplementary payment for the accommodation

- The remaining amount of the payment for accommodation is payable on the day of arrival in cash and in the currency in which the order was made.
- At any time in advance – by transfer to a bank account which the accommodator provided when issuing the request for the advance payment.

## 5. Protection of personal data

### Used terms:

Data administrator:	Jaroslava Pechová, Horní 591, Rokytnice nad Jizerou 512 44 Provozovna - Apartmány Centrum, Dolní 340, Rokytnice nad Jizerou 512 44 (hereinafter „Centrum Apartments“)
Customer:	A natural or legal person using the services of the accommodation provider
Regulation:	Regulation of the European Parliament and of the Council (EU) No. 2016/679 from 27 <sup>th</sup> April 2016, general regulation on the protection of personal data

### General provisions:

The subject of these terms and conditions is to ensure the processing of personal data acquired within the business activities of Centrum Apartments and also to anchor the obligation to keep thus obtained information confidential to the extent and under the conditions stipulated by these conditions.

Centrum Apartments undertake to process the personal data of customers in compliance with these conditions. These conditions are made in the scope of the rights and obligations arising in the processing of personal data according to the previous paragraph from the respective legal regulations, in particular the regulation of the European Parliament and the Council (EU) No. 2016/679 from 27<sup>th</sup> April 2016, the general regulation on the protection of personal data (the “**Regulation**”).

## **Rights, obligations and confidentiality**

- a) Centrum Apartments undertake to accept technical, personal and other needed measures to prevent unauthorized or accidental access to personal data, their alteration or loss, unauthorized copy, other unauthorized processing as well as other misuse of personal information.
- b) In connection with the provision of accommodation services, Centrum Apartments are obliged to process personal data of the guests. These data are handled especially by:
- Receptionist of the accommodation facility
  - Manager of the accommodation facility
  - Accountant
  - Staff in the shop, ski service and rental
  - Marketing consultant
- c) The above-listed users have been instructed about the sensitivity of personal data. They handle personal data of the guests exclusively within the services provided by Centrum Apartments. Centrum Apartments and its employees do not share personal data of the guests with other subjects. Other processors of personal data are:
- Booking.com reservation system
  - Previo reservation system
  - Accounting company
  - PPC marketing company
  - The conditions of processing and handling of personal information of the guests are specified in the processing agreement between Centrum Apartments and the respective processor.

## **Commissioner**

The administrator did not appoint a commissioner for personal data protection.

## **Information about customers**

- a) Centrum Apartments have the legal obligation to keep certain personal data about the guests, in particular the name, surname, date of birth, address and period of stay, number and type of ID, visa (of needed), purpose of stay. This obligation is governed by the Act on the Residence of Foreign Nationals in the Czech Republic (326/1999) and the Act on Local Fees (565/1990). According to these legal regulations, Centrum Apartments are required to keep the personal data about customers for 6 years.
- b) At any time, the customer has the right to ask Centrum Apartments for an overview of his/her personal data. This information is stored on (i) the guest's card, (ii) in the reservation system, (iii) in the house register, and (iv) on the book-keeping files that are stored in a printed form. In the case of a request for deletion of personal data, Centrum Apartments will delete the guest's card and shred the pages of the house register and book-keeping records. However, Centrum Apartments must comply with the above-listed legislation. Therefore, personal details specified above can be deleted only after the expiry of the legal deadline.

## **Technical and organizational securing of personal data protection**

- a) Centrum Apartments undertake to secure protection of processed personal data to prevent any unauthorized or accidental access to data, their alteration, destruction or loss, unauthorized copying, other unauthorized processing, as well as other misuse, and to make sure that all obligations of the personal data administrator, arising from the legislation, in particular from the Regulation, are personally and organizationally secured for the whole time of the processing period.
- b) Centrum Apartments undertake to secure the processing of personal data especially in the following way:
- personal data will only be accessible to authorized persons of Centrum Apartments, for whom Centrum Apartments set the conditions and extent of processing of data, and each such person will access personal data under his/her unique identifier;
  - personal data will be processed in the premises of Centrum Apartments, accessible only to authorized persons or its suppliers (subcontractors) who are bound by the same obligations;

- unauthorized reading, creating, copying, transmission or deletion of data containing personal data will be prevented;
  - measures will be taken to identify and verify to whom personal data were handed over, by whom they were processed, altered or deleted.
- c) Centrum Apartments undertake, by means of their own internal regulations, or through special contractual arrangements, to secure that its employees and other persons who process personal data will do so only under conditions and to the extent determined by Centrum Apartments, in compliance with the instructions of Centrum Apartments. In particular, Centrum Apartments will maintain confidentiality (and impose such obligation to the persons mentioned above) about personal information and about security measures, the disclosure of which would jeopardize the protection of personal data, and this also after the termination of the employment, or of the respective work at Centrum Apartments.

## Camera systems

For the prevention of securing its customers, their property as well as the property of the accommodation facility, Centrum Apartments use a camera system. Centrum Apartments declare that that recordings are not altered in any way and are not available to third parties or entities.

## 6. Cookies

This website of the accommodation provider, [www.apartmany-centrum.cz](http://www.apartmany-centrum.cz), use cookies to optimize the browsing according to your preferences and for your more convenient purchase. If you continue to browse our web pages without making any changes to your browser settings, we assume that you agree with the use of cookies. You can change the setting of cookies in the setting of your browser.

Cookie is a short text file which a visited web page sends to the browser. It enables to the website to record information about your visit, such as preferred language and other settings. Your next visit to the site can be easier and more productive. Cookies are important. Browsing websites would be more difficult without them.

Cookies serve for a variety of purposes. For example, we use it to save your settings, monitor the number of visitors on the page, facilitate the registration of new services and to protect your data.

Mobile apps may require access to the ID of your device to send notification messages. We do not share this data with anyone.

## What are cookies used for?

- We want to make it as easy as possible for you to browse our website.
- Cookies help us with this intention.
- You do not have to be afraid of them. Actually, you use cookies whenever you use Google.
- Cookie is a short text file sent by the visited webpage to your browser. Thanks to cookies, [www.apartmany-centrum.cz](http://www.apartmany-centrum.cz) website remembers a few basic facts about your visit.

## Why is it useful?

Among other things, because... we will better protect your personal data, we will remember your setting, so that next time it will be easier for you to browse the site, we will know what you need and seek, and we will offer it to you conveniently.

Do you want to know more?

Read about the types of cookies used by Google.

Or about how cookies are used in advertising.

Above all, however, you need to know that we will never misuse any information about you or your visit to our site. We promise you this, and so does the Google's privacy policy!

## 7. Electronic records of sales

ERS – In compliance with the Electronic Records of Sales Act, the seller is required to issue a receipt to the buyer. At the same time, if the taxpayer in a respective point of sale records sales in common mode, the seller is required to register the received payment at the tax administrator online; in the case of a technical failure, within 48 hours at the latest.

## 8. Other terms

By paying the advance payment, the client agrees with the conditions stated above.

These business and cancellation conditions form an integral part of the accommodation order and the accommodation card (voucher).

These conditions are valid from: 1<sup>st</sup> April 2018  
Accommodation provider: Jaroslava Pechová