

Booking and cancellation conditions

Autocamp Sedmihorky, v. o. s. including the Podháj guesthouse

1. In the event of cancellation of booked accommodation and services, the customer will pay a cancellation fee of:
 - 200 CZK if the cancellation occurs 30 or more days before the arrival date,
 - 20% of the paid deposit (but no less than 200 CZK) if the cancellation occurs less than 30 days before the arrival date,
 - 40% of the paid deposit (but no less than 200 CZK) if the cancellation occurs less than 21 days before the arrival date,
 - 70% of the paid deposit (but no less than 200 CZK) if the cancellation occurs less than 14 days before the arrival date,
 - 100 % of the paid deposit (but no less than 200 CZK) if the cancellation occurs less than 7 days before the arrival date, or if the customer does not check in on the day of arrival.
2. The cancellation fee will be forgiven in the event of cancellation or non-arrival only for cases with especially serious circumstances (death, serious illness of the customer **requiring hospitalisation** (must be documented)).
3. The cancellation fee will not be charged in the event the stay is cancelled by the accommodation provider.
4. The customer can cancel their stay using the link in the booking confirmation email. In the case of cancellation in accordance with point 2, the client is obliged to provide proof of these reasons within 10 working days.
5. In the event of early termination or interruption of the customer's stay without any fault on the part of the accommodation provider, Autocamp Sedmihorky, v. o. s. is not obligated to refund the price paid for the stay including related fees, nor any part of it. However, the accommodation provider may, in especially serious cases, choose to deviate from this provision.
6. If the conditions for the refund of the paid deposit (or part of it) are met, the amount of the deposit is automatically calculated according to point 1 and returned to the client's account. The refund is performed within 5 working days via GoPay.

Reservations are considered binding by Autocamp Sedmihorky, v. o. s. only after the payment of the deposit.

These cancellation conditions are effective from 18.7.2023