

Terms and Conditions for Online Accommodation Bookings

Effective as of January 1, 2026

Operator:

Jiří Staněk – Camping Drusus

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1. Prices and Accommodation Services

Prices and accommodation services are listed on the website and provided in brief within the accommodation description in the reservation system. The price specified in the reservation confirmation shall be binding for the customer. Prices do not include municipal fees or supplementary services (e.g., fees for use of showers, washing machines, or dryers; electricity connection, etc.). The rate in the price list is quoted per night, whereas the price in the reservation confirmation reflects the total amount for the entire stay. Prices are inclusive of 12% VAT. Payment for accommodation can be made in cash or by credit card. The Operator is entitled to amend the agreed terms of stay in circumstances beyond its control (e.g., Force Majeure).

2. Payment

- **Camping pitches** – a deposit of 750 CZK is required to secure a reservation. This deposit will be deducted from the final balance of the stay.
- **Accommodation units** – to establish a reservation, a deposit must be paid in the following amount:
 - Cabins – 1500 Kč
 - Rooms – 2000 Kč
 - Mobile homes – 3000 Kč

This deposit shall subsequently be deducted from the final price of the stay.

If the client fails to remit the deposit within the required timeframe, the reservation shall be cancelled.

3. Amendments to existing reservations

Existing reservations may not be modified; should the client wish to amend a reservation, the current reservation must be cancelled and a new one created.

4. Arrival

- **Camping pitches** – check-in from 13:00 to 21:00
- **Accommodation units** – check-in from 15:00 to 21:00

In the event of arrival after 21:00, prior arrangement must be made with the Operator.

5. Reservation Cancellation

Reservations may be cancelled online via the link provided in the reservation confirmation email.

Cancellation Policy

- Cancellations made 30 or more days prior to arrival: The cancellation fee is 20% of the paid deposit (minimum 250 CZK).
- Cancellations made 29–14 days prior to arrival: The cancellation fee is 50% of the paid deposit (minimum 250 CZK).
- Cancellations made 13–7 days prior to arrival: The cancellation fee is 75% of the paid deposit (minimum 250 CZK).
- Cancellations made 6–0 days prior to arrival: The cancellation fee is 100% of the paid deposit.

Confirmed reservations may be cancelled without a cancellation fee (in the event of order cancellation or failure to arrive) only for exceptionally serious reasons, such as death or a serious illness of the client requiring hospitalization (official documentation is required).

6. Personal Data Protection (GDPR)

The Operator processes the client's personal data (first name, surname, address, contact details, date of birth, ID card number) in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR).

The processing of this data is necessary for:

- Performance of the contract: Processing the reservation, communicating with the client, and providing accommodation services.
- Compliance with legal obligations: Maintaining a guest registry for the purpose of collecting local fees and reporting accommodated foreign nationals to the Foreign Police of the Czech Republic.

Personal data is retained for the period prescribed by law or for the time necessary to protect the legitimate interests of the Operator. Data is not shared with third parties, with the exception of statutory authorities (municipal office, Police of the Czech Republic). The client has the right to access, correct, and transfer their personal data, or request its erasure, provided this does not conflict with statutory record-retention periods.