

Terms and Conditions and Cancellation Policy for Online Accommodation Reservations at Camping Lipno Modřín

hereinafter referred to as the “Terms and Conditions and Cancellation Policy”

The operator of Camping Lipno Modřín (hereinafter also referred to as the “camp”) is the company LIPNO SERVIS s.r.o., with its registered office at Lipno nad Vltavou 307, 382 78 Lipno nad Vltavou, Company ID No. 26016885, registered with the Regional Court in České Budějovice, file number C 9229 (hereinafter referred to as the “Accommodation Provider”).

These Terms and Conditions and Cancellation Policy govern online accommodation reservations, payment of an advance payment for accommodation fees at the camp, cancellation conditions, and other rules related to the payment of accommodation fees.

Each person interested in accommodation (hereinafter referred to as the “Customer”) is obliged, before making a binding accommodation reservation at the camp, to familiarize themselves with these Terms and Conditions and Cancellation Policy of Camping Lipno Modřín.

Contents:

- a) Reservation and Cancellation Conditions of Camping Lipno Modřín
- b) Information on the Protection and Processing of Personal Data
- c) Final Provisions

a) Reservation and Cancellation Conditions of Camping Lipno Modřín

1. The Customer makes an online accommodation reservation at the camp via the website <https://www.campinglipno.recepce-online.cz/> by completing the reservation form and confirming the reservation by clicking the “reserve” button (hereinafter referred to as the “reservation process”). At the moment the accommodation reservation is confirmed, an advance payment for the accommodation fee becomes due. The amount of the advance payment is set at 100% of the accommodation fee price (hereinafter referred to as the “advance payment”). The amount of the advance payment due is automatically generated within the reservation process based on the information provided by the Customer regarding the requested accommodation.
2. The Customer is obliged to pay the advance payment immediately after completing the reservation process, no later than within 15 minutes after confirming the reservation, using the selected payment method (payment gateway). If the advance payment is not paid within the period specified above, the reservation is not valid or binding and will be automatically cancelled, of which the Customer will be notified by a message sent to the email address provided. Once the advance payment has been paid, the reservation becomes binding for both the Accommodation Provider and the Customer and the cancellation conditions set out below shall apply.
3. In the event of cancellation of the ordered accommodation, the following cancellation fees apply to online reservations of plots A, B, C, yurts, and services:
 - i. CZK 200 if the cancellation occurs more than 2 days before the start date of the stay,
 - ii. 100% of the paid advance payment if the cancellation occurs less than 2 days before the start date of the stay, or if the Customer fails to commence the stay on the day of arrival.
4. The Accommodation Provider shall not charge any cancellation fees in the event of cancellation of the stay or failure to commence the stay only in the case of particularly serious reasons (serious illness of the Customer). Such particularly serious reasons must always be substantiated.
5. No cancellation fee shall be charged if the stay is cancelled by the Accommodation Provider.
6. The Customer may cancel the stay via the link received in the email containing the order summary by clicking the “Cancel order” button. The cancellation may also be submitted in writing, either electronically (by email sent to info@campinglipno.cz) or in writing by letter sent to LIPNO SERVIS s.r.o., 382 78 Lipno nad Vltavou 307. The cancellation request must include the bank account number to which the Customer requests the refund of the advance payment to be sent. Cancellation requests cannot be handled by telephone. The date of cancellation shall be deemed to be the date on which the cancellation notice is delivered to the Accommodation Provider. In the event of cancellation of the stay pursuant to point 4, the Customer is obliged to substantiate these reasons to the Accommodation Provider.
7. In the event of early termination or interruption of the stay without fault on the part of the Accommodation Provider, the Accommodation Provider shall not be obliged to refund the Customer the paid price of the stay or any proportional part thereof. However, taking into account particularly serious reasons, the Accommodation Provider may proceed differently from this provision in accordance with point 27 of the Accommodation Rules of Camping Lipno Modřín.
8. If the conditions for refunding the demonstrably paid advance payment are met, the Accommodation Provider shall refund the advance payment to the Customer by bank transfer within 15 days from the date on which the period for its refund commenced (i.e., from the delivery of the written

cancellation of the order to the Accommodation Provider), to the Customer's account from which the advance payment was made or to the account provided together with the cancellation of the order.

b) Information on the Protection and Processing of Personal Data by the Accommodation Provider

1. The Customer acknowledges that the Accommodation Provider, in the role of data controller, processes personal data, in particular identification, address, authentication, contact data, and data on the performance of contractual relationships (hereinafter referred to as "necessary data"), for the following purposes:
 - a. online accommodation reservations and the conclusion and performance of contracts;
 - b. registration and membership in the LIPNOCARD program;
 - c. activation, issuance, and top-up of the LIPNOCARD;
 - d. online shop;
 - e. contacting new and existing customers/members of the LIPNOCARD program (marketing);
 - f. protection of own rights and legal claims;
 - g. administrative purposes, records management, and creation of statistics;
 - h. fulfilment of general statutory obligations.
2. The legal grounds for the processing of personal data for the above purposes are:
 - a. for the purpose under letter a), the necessity for online accommodation reservations and contract performance in relation to the data of a natural person, and in relation to data of other persons, the legitimate interest of the Accommodation Provider in fulfilling reservations made and contracts concluded;
 - b. the legitimate interest of the Accommodation Provider in providing its services under letters a), b), and in operating the online shop for the purpose under letter d);
 - c. the legitimate interest of the Accommodation Provider in developing its business and acquiring new customers for the purpose under letter e);
 - d. the legitimate interest of the Accommodation Provider in the proper protection and effective enforcement of its rights and claims for the purpose under letter f);
 - e. the legitimate interest of the Accommodation Provider in the administration and recording of concluded contracts and in the creation of statistics for the purpose under letter g);
 - f. the necessity for compliance with the statutory obligations of the Accommodation Provider, in particular in the area of taxation and accounting, for the purpose under letter h).
3. Personal data shall be processed for the period necessary to fulfil the purpose, or for as long as the purpose remains relevant, in particular:
 - a. for the purposes under letters a), b), c), d) for the duration of the contractual relationship or for the duration of membership in the LIPNOCARD program;
 - b. for the purpose under letter e) for a maximum of 12 (twelve) months after termination of the contractual relationship or membership in the LIPNOCARD program;
 - c. for the purposes under letters f), g) for the duration of the limitation period, including any period covering its suspension or interruption, typically no longer than 16 (sixteen) years after termination of the contractual relationship or membership in the LIPNOCARD program;
 - d. for the purpose under letter h) for the duration of compliance with the relevant statutory obligations.
4. Personal data of the persons referred to in paragraph 9.1 shall be transferred for the above purposes to other recipients acting as controllers or processors. These recipients may include:
 - a. business partners of the Accommodation Provider;
 - b. public administration authorities, such as the police, bailiffs, the General Financial Directorate, where this is imposed on the Accommodation Provider by law or where it is necessary to protect the rights and legal claims of the Accommodation Provider;
 - c. persons involved in the process of business and marketing communication, such as providers of postal and email distribution services;
 - d. persons acting as IT administrators, service providers, website operators, and providers of related administration and maintenance services and ensuring technical or other processing operations, such as:
 - i. CONDUCO a.s., Company ID No.: 26019558;
 - ii. LIPENSKO s.r.o., Company ID No.: 28136420;
 - iii. STEZKA KORUNAMI STROMŮ s.r.o., Company ID No.: 28142349;
 - iv. and their contractual sub-processors;
 - e. other categories of recipients listed on the Accommodation Provider's websites.
5. Data subjects are entitled to:
 - a. request access to their personal data;
 - b. request correction, supplementation, or deletion of personal data;
 - c. request restriction of the processing of personal data;
 - d. request an explanation of the processing of personal data;
 - e. object to the processing of personal data, including objection to processing for marketing purposes – such objection may be raised by the data subject already at the time of concluding the contract, as well as upon receipt of each individual commercial communication, or at any other time;
 - f. exercise the right to data portability;

- g. exercise the right to lodge a complaint regarding the processing of personal data with the Office for Personal Data Protection.
6. All rights may be exercised using the following contact details of the Accommodation Provider:
 - a. Email: gdpr@lipnoservis.cz;
 - b. Delivery address: LIPNO SERVIS s.r.o., Data Protection Officer, Lipno nad Vltavou, No. 307, 382 78.
7. The Accommodation Provider is obliged to inform the persons referred to in paragraph 9.1, as data subjects, about the processing of their personal data to the extent of the information set out in this article of the Terms and Conditions and Cancellation Policy. The Accommodation Provider is obliged to inform data subjects about the transfer of personal data to recipients or processors of the Accommodation Provider's personal data. The Accommodation Provider is obliged to provide the information under this paragraph in an easily understandable form, taking into account the circumstances and abilities of the data subjects.
8. The obligation of the Accommodation Provider to inform data subjects pursuant to paragraph 9.7 shall apply accordingly to any changes concerning information on processing.
9. Both the Accommodation Provider and the Customer confirm that the information contained in this article of the Terms and Conditions and Cancellation Policy does not constitute contractual arrangements. The Accommodation Provider is obliged to keep this information on processing up to date. The Accommodation Provider is entitled to change this information at any time and inform the Customer thereof in the manner specified in this article.
10. Information regarding the protection, processing, and security of personal data is contained in the Personal Data Processing Principles of LIPNO SERVIS s.r.o. and is published on the website <https://www.lipno.info/osobni-udaje.html>.

c) Final Provisions

This document is a translation of the original Czech version. In the event of any discrepancy or dispute regarding the interpretation of this document, the original Czech version shall prevail.

In the event that a consumer dispute arises between the Accommodation Provider and the Customer, who is a consumer, from a contract for the provision of services, which cannot be resolved by mutual agreement, the consumer may submit a proposal for out-of-court settlement of such dispute to the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, Email: adr@coi.cz, Website: adr.coi.cz. The consumer may also use the online dispute resolution platform established by the European Commission at <http://ec.europa.eu/consumers/odr/>.

These Terms and Conditions and Cancellation Policy enter into force on 01 January 2026.

The Accommodation Provider reserves the right to amend these Terms and Conditions and Cancellation Policy. Amendments shall enter into force on the date of their publication.