

Hotel Michael's Palace Košice

Adresa:

Komenského 9, Košice

Telefón:

+421 948 633 514

Mail:

repcia@hotelmichaelspalace.sk



General terms and conditions of the Hotel Michael's Palace Košice

Art. I. Introductory provisions

1. The purpose of these general terms and conditions (hereinafter referred to as "GTC") is to create a legal framework for relations between the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o., with registered office at Garbiarska 11, Košice, 040 01, ID number: 45643369 registered in the commercial register of the Municipal Court of Košice, section Sro, insert no. 26494/V, (hereinafter referred to as "Treatment & Diagnostic in Israel - Dr. Kats s.r.o.," or "company" or "Operator"), which is the operator and owner of the Michael's Palace Hotel and its Clients, to whom it provides services in this hotel Michael's Palace, in order to ensure that the Client is informed about the conditions of the services provided.

2. These general terms and conditions form an integral part of every contract (agreement) by which Treatment & Diagnostic in Israel - Dr. Kats s.r.o., undertakes to provide services at the Michael's Palace hotel for the Client and the Client to pay the agreed price.

3. These General Terms and Conditions, after their publication, are binding for the participants of the legal relationship at the moment the services are agreed upon.

Art. II. Definition of terms

1. "Client" is any natural or legal person who enters into a contract with the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o., the subject of which will be the provision of services at the Michael's Palace hotel in Košice. These general terms and conditions form an integral part of every contract (agreement) by which Treatment & Diagnostic in Israel - Dr. Kats s.r.o. obligates the Client

to provide services at the Michael's Palace Hotel and the Client to pay the agreed price for the services provided.

2. "Hotel" - Hotel Michael's Palace Košice, located at Komenského 9 in Košice, operated and owned by the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o.

3. "Service" means any activity provided by Treatment & Diagnostic in Israel - Dr. Kats s.r.o. in the Hotel in accordance with its object of business, especially accommodation, catering, wellness and congress services.

4. "Group" usually means 10 or more people who book accommodation in the Hotel on the same arrival and departure dates.

5. "Event" means a social event attended by a large number of people, associated with the provision of several types of Services. Unless otherwise agreed, the person ordering the Event is its organizer.

6. "Moment of payment" is the time when the authorized person got the opportunity to dispose of the paid funds, i.e. on the day of crediting to the account, collection at the cash register, etc.

7. "Force majeure" means an obstacle that occurred independently of the will of Treatment & Diagnostic in Israel - Dr. Kats s.r.o., and prevents it from fulfilling its obligations, unless it can reasonably be assumed that the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. averted or overcame this obstacle or its consequences and also that it would have foreseen this obstacle at the time the obligation arose

III. Conclusion of the contract

1. Contracts for the provision of Services are concluded on the date of confirmation of the Client's order by the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. The moment of payment is the time when the beneficiary has the opportunity to dispose of the paid funds, i.e. on the day of crediting to the account, collection at the cash register, etc.

2. Individual contracts for the provision of Services concluded between the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and the Client will be governed by these General Terms and Conditions, unless the provisions of these General Terms and Conditions are expressly excluded by an individual contract. In the event of a conflict between the provisions of the individual contract for the provision of Services and the GTC, what is stated in the individual contract for the provision of Services is decisive.

Art. IV. Accommodation services - individual guests

1. If the Client and the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. did not agree otherwise in the concluded contract for the provision of Services, Treatment & Diagnostic in Israel - Dr. Kats s.r.o. will prepare the ordered or reserved rooms for the Client from 2:00 p.m. the agreed day of arrival.

2. The Client's stay in the Hotel is governed by the Hotel's operating regulations, which the Client is obliged to follow.

3. When moving into the room, the client is obliged to inspect it properly and immediately report any deficiencies, defects or reservations to an authorized employee of Treatment & Diagnostic in Israel - Dr. Kats s.r.o. In the same way, the Client is obliged to proceed in the event that he discovers possible damage to the room or its inventory.

4. In the event that the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. discovers damage to the Hotel room after it has been handed over to the Client, the Client is obliged to compensate the resulting damage.

5. The client is obliged to cancel the accommodation reservation immediately after finding out that he will not use the accommodation, but no later than 4:00 p.m. on the day of arrival.

6. Reserved rooms in which the Client has not moved in by 6:00 p.m. at the latest. on the day of arrival, may leave the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. to another Client. This does not apply if a later arrival time has been expressly agreed upon.

7. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is entitled to charge and withdraw from the Client's card, which was used as a guarantee when ordering rooms, an amount corresponding to the amount of the relevant cancellation fee.

Art. V. Accommodation services – Groups

1. Unless otherwise agreed, the accommodation conditions of the provisions of Art. IV. -

Accommodation services - individual guests.

2. In the case of group bookings, the company Treatment & Diagnostic in Israel - Dr. Kats Ltd. entitled to request an advance payment of up to 100% of the value of the ordered Services.

Art. VI Events

1. In case of deviations in the number of participants of the Event by more than 5% compared to the number announced in advance by the Client, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. entitled to change the price for Services, as well as to exchange confirmed rooms. However, the pre-agreed standard and technical equipment of the room must be maintained. In the case of group bookings, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. entitled to request an advance payment of up to 100% of the value of the ordered Services.

2. The client has no legal right to increase the scope of the agreed Services. In the event of a request from the Client to increase the scope of the agreed Services, the company Treatment &

Diagnostic in Israel - Dr. Kats s.r.o. will provide the Client with an increase in the range of Services according to its decision after evaluating the Hotel's capacity options and its ability to provide the Client with additional Services, possibly on a larger scale.

3. For events that last longer than 24:00, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. entitled to demand from the Client from 24:00 payment of a surcharge for service based on the Services or goods provided, unless the agreed remuneration no longer takes into account a duration longer than 24.00 hours, in the amount of EUR 50 for each space in the Hotel rented to the Client in connection with the Event and for each hour started.

4. The client is generally not authorized to bring food or drinks to the Events. Exceptions require prior written agreement with Treatment & Diagnostic in Israel - Dr. Kats s.r.o. In such cases, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. entitled to demand from the Client the payment of an additional fee for the service or additional fees.

5. The client is responsible for the payment of additionally ordered meals and drinks by the participants of the Event.

6. During the Event, the Client must not violate the copyrights of third parties, in particular, he is obliged to fulfill all obligations according to the legal regulations governing the use of copyright works valid and effective in the territory of the Slovak Republic towards organizations for the protection of copyrights and other third parties who have the relevant copyrights. The Client is fully responsible for any infringement of intellectual property rights.

7. The Organizer of the Event and the Client are obliged to the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. to notify without prompting if the Event is capable of disrupting public order and restricting or endangering the operation of the Hotel, the interests and the good name of the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Hotel or other Clients. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is entitled to take measures to prevent such a situation and the Client is obliged to bear them.

8. Any advertisements in print and electronic media, advertisements, advertising campaigns and announcements promoting Events intended for the general public, especially information about the conduct of political, religious and commercial Events, which indicate a relationship with the Hotel or the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. require the prior written consent of Treatment & Diagnostic in Israel - Dr. Kats s.r.o.

9. If the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. procures technical and other equipment from third parties for the organizer of the Event on his initiative, acts in the name, by proxy and on behalf of the Client. Rights and obligations towards these third parties regarding these devices arise directly from the Client.

10. The use of the event organizer's own electrical equipment when using the Hotel's electrical or other cable distribution requires the prior written consent of Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. reserves the right to separately charge such machines and equipment that increase the costs of media supply or Hotel operation. If using

malfunctions or damage to the Hotel's technical equipment occur due to these devices, the Event organizer is obliged to reimburse Treatment & Diagnostic in Israel - Dr. Kats s.r.o. costs associated with restoring them to their original state. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. reserves the right, through its employees or third parties, to inspect these facilities and take measures to prevent such a situation, and the Client is obliged to tolerate these measures.

11. The client is responsible for the safe technical condition of the equipment used during the period of use of the Hotel premises. The client undertakes that only machines, devices and equipment (appliances) that have a certificate or proven conformity according to the legal regulations valid and effective in the territory of the Slovak Republic, which apply to them.

12. The decorative material and objects brought must meet the legal fire requirements. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is entitled to request from the Client the opinion of the relevant public administration bodies regarding the fulfillment of the conditions required for the given subjects by the legal regulations valid and effective in the territory of the Slovak Republic regulating fire safety. In order to prevent possible damage, the Client is obliged to arrange their installation and placement of objects in advance with the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Košice.

13. Brought exhibition and other objects must be removed by the organizer immediately after the end of the Event. In case of failure to do so, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. entitled to charge rent for the period of stay of objects in the Hotel. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is also entitled to remove and store these objects at the expense of the organizer of the Event without creating a contract for storage or safekeeping. The organizer of the event is obliged to the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. to pay storage fees and damage caused by the accumulation of items left behind. This does not affect the obligation to compensate for damage.

14. The client is obliged to use the ceded Hotel premises to the extent corresponding to their nature in an appropriate and proper manner in accordance with the purpose of the ceding and hand them over to Treatment & Diagnostic in Israel - Dr. Kats s.r.o. in the condition in which he received them with respect to normal wear and tear.

15. The client undertakes to observe and fulfill all obligations at the venue of the Event in the Hotel, resulting from the regulations on health and safety at work, property protection and fire protection (especially from Act 124/2006 Coll. on Safety and Health at Work, from Act No. 314/2001 Coll. on Fire Protection and Decree of the Ministry of the Interior No. 121/2002 Coll. on Fire Prevention), which apply to the location of the Event, to the event and to the Client's activities performed at this location.

16. At the location of the Event, the Client undertakes to observe and fulfill all obligations resulting from environmental protection regulations (in particular from Act No. 17/1992 Coll. on Environmental Protection, as amended; Act No. 364/2004 Coll. on water, as amended, Act No. 478/2002 Coll. on air protection, as amended)), which apply to the location of the Event, the Event and the Client's activity performed at this location. 17. The client assumes full responsibility for his own management of the work progress, for the safety and health protection of his own workers and other persons invited by him to the venue of the Event during the duration of the Event, fire safety and for monitoring and

compliance with regulations on occupational safety and health protection at work, legal regulations on fire safety and legal regulations on environmental protection and for the fulfillment of the obligations arising from them. In the event that the venue of the Event is a joint workplace, the Client creates and ensures the conditions to ensure the safety and health protection of employees and protection against fires at the venue of the Event to the full extent

18. The client is not entitled without the prior written consent of Treatment & Diagnostic in Israel - Dr. Kats s.r.o. make any changes to the Hotel premises.

19. The client is fully responsible for any damages incurred and damage to the internal equipment of the Hotel, which is part of the rented premises and other used common areas.

20. The client is obliged to protect the rented premises of the Hotel, the Hotel and the property in it from damage or destruction. In case of impending damage, the Client undertakes to take steps to avert it, in a manner appropriate to the circumstances of the threat.

21. The Client is responsible for observing all appropriate and necessary measures to preserve the safety and health of persons who will be in the rented premises during the Event, as well as for observing measures to protect property located in these premises.

22. Klient je oprávnený v priestoroch Hotela vystaviť nápisy a tabule uvádzajúce logá, názvy a druh činnosti súvisiace s Podujatím alebo jeho osobou len s predchádzajúcim písomným súhlasom spoločnosti Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Obsah, výtvarné riešenie a stav týchto nápisov a tabúl nesmú vyvolávať vo verejnosti nepriaznivý dojem, nesmú porušovať autorské práva tretích osôb a musia byť v súlade s právnymi predpismi platnými a účinnými na území Slovenskej republiky. Tieto nápisy a tabule ako aj znečistenie plôch po nich, je Klient povinný bezodkladne po ukončení Podujatia odstrániť.

23. V prípade ak Klient po Podujatí nechá priestory Hotela znečistené, alebo v nich ponechá dovezený odpad (krabice, vrecia, výzdobu atd.), je povinný spoločnosti Treatment & Diagnostic in Israel - Dr. Kats s.r.o. uhradiť poplatok 50 EUR za vypratanie každého použitého priestoru.

Čl. VII. Ceny za Služby

1. Klient je povinný za ním využité Služby v Hoteli zaplatiť spoločnosti Treatment & Diagnostic in Israel - Dr. Kats s.r.o. dohodnutú cenu. Toto platí aj pre Služby a výdavky spoločnosti Treatment & Diagnostic in Israel - Dr. Kats s.r.o. voči tretím osobám, ktoré si Klient u spoločnosti objednal.

2. Pokiaľ nebola v zmluve dohodnutá cena Služby, Klient je povinný zaplatiť cenu uvedenú v cenníku spoločnosti Treatment & Diagnostic in Israel - Dr. Kats s.r.o. platnom v čase poskytnutia Služby.

3. Dohodnuté ceny sú konečné a zahŕňajú daň z pridanej hodnoty vo výške platnej v čase poskytnutia Služieb. Pokiaľ doba medzi uzavretím zmluvy a poskytnutím Služby presiahne 3

mesiac a zvýši sa spoločnosťou Treatment & Diagnostic in Israel - Dr. Kats s.r.o. všeobecne za takéto výkony účtovaná cena, môže spoločnosť Treatment & Diagnostic in Israel - Dr. Kats s.r.o. zmluvne dohodnutú cenu jednostranne primerane zvýšiť, najviac však o 5% celkovej ceny Služieb podľa uzavretej zmluvy.

4. Spoločnosť Treatment & Diagnostic in Israel - Dr. Kats s.r.o. je oprávnená pri uzavretí zmluvy žiadať primeranú platbu vopred alebo zálohovú platbu.

5. Unless otherwise agreed in the individual contract, the billing of the ordered and used Services will be carried out by a tax document - an invoice, first on the day of the taxable performance. This day is considered the day of the Client's departure from the Hotel premises or the day when the Services were provided to him.

6. Unless otherwise agreed, the due date of the invoice is on the date of the taxable transaction. The obligation to pay the agreed price is fulfilled by crediting the relevant amount to the account of the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. In case of doubt, it is considered that the due date begins on the third day after the tax document (invoice) is handed over to the post office for delivery to the Client.

7. In the event that the Client is in arrears with the payment of any payment according to the agreed contract, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Košice is entitled to demand from the Client interest on delay in the amount of 0.05% of the owed amount for each day of delay even if it has started.

Art. VIII. Cancellation or modification of ordered services by the client

1. Cancellation fees for individual accommodation reservations:

a) The client is entitled to cancel each individual contract without a cancellation fee no later than 4:00 p.m. the agreed date of arrival according to the contract

b) In case of cancellation of an individual contract after 4:00 p.m. on the agreed date of arrival according to the contract or in case of non-arrival of the Client without canceling the individual contract, the Client undertakes to pay the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. cancellation fee in the amount of 100% of the price for 1 overnight stay calculated including VAT.

2. Cancellation fees for group reservations (over 10 rooms):

a) The client is entitled to cancel each individual contract or unilaterally reduce the scope of the Services agreed in it without a cancellation fee no later than 30 days before the arrival date of the first guest agreed under the contract,

b) in case of other cancellation of the individual contract, the Client undertakes to pay the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. cancellation fee in the amount depending on the time when it is canceled, as follows:

I. cancellation of the contract between 29 days and 21 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 70% of the value of the agreed Services calculated including VAT,

II. cancellation of the contract between 20 days and 7 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 90% of the value of the agreed Services calculated including VAT,

III. cancellation of the contract less than 7 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 100% of the value of the agreed Services calculated including VAT.

c) Without the obligation to pay any cancellation fee, the Client is entitled to unilaterally reduce the scope of the agreed Services to the following extent:

- I. in the period from 29 days to 21 days before the day of the planned provision of the first Service according to the contract - Services corresponding to a maximum of 30% of the value of all Services agreed in the contract calculated including VAT,**
- II. in the period from 20 days to 7 days before the day of the planned provision of the first Service according to the contract - Services corresponding to a maximum of 10% of the value of all Services agreed in the contract calculated including VAT.**

3. Cancellation fees for Events and conference services:

a) in case of cancellation of an individual contract, the Client undertakes to pay the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. cancellation fee in the amount depending on the time when it is canceled as follows:

I. cancellation of the contract 30 days or more before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 20% of the value of the agreed Services calculated including VAT, cancellation of the contract between 20 days and 7 days before the day of the planned provision of the first Service according contract - cancellation fee in the amount of 90% of the value of the agreed Services calculated including VAT,

II. cancellation of the contract less than 7 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 100% of the value of the agreed Services calculated including VAT.

III. cancellation of the contract between 13 days and 5 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 70% of the value of the agreed Services calculated including VAT,

IV. cancellation of the contract less than 5 days before the day of the planned provision of the first Service according to the contract - cancellation fee in the amount of 100% of the value of the agreed Services calculated including VAT.

b) Without the obligation to pay any cancellation fee, the Client is entitled to unilaterally reduce the scope of the agreed Services to the following extent:

I. at the time of 30 days or more before the day of the planned provision of the first Service under the contract

– Services corresponding to a maximum of 30% of the value of all Services agreed in the contract calculated including VAT,

II. in the period from 29 days to 14 days before the day of the planned provision of the first Service under the contract - Services corresponding to a maximum of 20% of the value of all Services agreed in the contract calculated including VAT,

III. in the period from 13 days to 5 days before the day of the planned provision of the first Service under the contract - Services corresponding to a maximum of 10% of the value of all Services agreed in the contract calculated including VAT, iv. in the time from 4 days to 2 days before the day of the planned provision of the first Service according to the contract - Services corresponding to a maximum of 5% of the value of all Services agreed in the contract calculated including VAT.

4. In case of cancellation of the reservation or partial cancellation of the reservation or no-show of the Client for the stay, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. Notification to the client by e-mail about the claim for a cancellation fee and its amount in accordance with these GTC within 14 days from the date of cancellation of the reservation or from the date of partial cancellation of the reservation or in case of no- show. By reserving Services according to these GTC, the Client agrees and acknowledges that the company

5. The Company reserves the right to individually assess the cancellation of the reservation or partial cancellation of the reservation by the Client in the event of serious reasons on the part of the Client or one of the participants of the stay (e.g. injury, serious illness , death, affected by a natural disaster, etc.) and the Client is obliged to demonstrate to the company the existence and duration of serious reasons.

6. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is entitled to withdraw from the agreed contract at any time by sending a written notice of withdrawal from this contract to the Client:

a) in the cases stipulated in the Commercial Code,

b) in the event that the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. cannot provide the agreed Services due to a case of Force Majeure,

c) in cases where the provision of agreed services to the Client in the Hotel, the Event, the participants of the Event and/or the Client threaten or damage the good name of the Hotel, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and/or disrupt and/or threaten the proper operation or security of the Hotel

d) if the Client is in arrears with any payment according to any contract concluded with the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. a

e) if the Client violates any non-monetary obligation arising from the Client's concluded contract and the breach of this obligation is not rectified within a reasonable period of time, which the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. determined in a written request for correction.

7. By withdrawing from the contract, all rights and obligations of the contracting parties from the concluded contract cease, except claims for damages and claims for contractual fines.

Art. IX Claims of Services by the Client

1. The complaints procedure contained in Article IX of these General Terms and Conditions applies exclusively to the application of claims for defects in the Services provided by the operator from the moment the Client starts booking services until the moment the customer starts staying at the Hotel.

2. Provision of services by Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is governed by the relevant provisions of Act no. 40/1964 Coll. of the Civil Code, as amended, in conjunction with the relevant provisions of Act No. 250/2007 Coll. on consumer protection and on the amendment of Act of the Slovak National Council No. 372/1990 Coll. on offenses as amended by later regulations and other generally binding legal regulations.

3. The client has the right to provide Services in the agreed or usual scope, quality, quantity and term. The client is obliged to make claims for service defects (complaint) without undue delay after finding out the reasons for making a claim, but no later than the following calendar day, otherwise the right to claim expires.

4. The client has the opportunity to make claims from defects in the Services (complaint) electronically via e-mail sent to the e-mail address recepcia@hotelmichaelspalace.sk or in writing to the address of the company's registered office within the period established in these GTC. In the case of a written claim, the deadline is considered to have been met if the written claim is delivered to the company on the first working day after the Client's right to claim has arisen. In the event that the Client's right to exercise claims for service defects arises during the stay at the Hotel, the Client is obliged to exercise this claim no later than the end of the stay (until the day of departure), otherwise the right to claim expires.

5. After reviewing the applied complaint, the company will decide on the method of dealing with the complaint immediately, in more complex cases within 3 working days. The deadline for handling the complaint shall not exceed 30 days from the day of its application. For the purpose of handling the complaint, the Client is obliged to provide contact details, through which he will be informed about the method of handling the complaint in the event that it is not possible to handle the complaint immediately after its application. When processing the claim, the client is obliged to provide the company with the necessary cooperation required for proper processing of the claim.

6. In the event that the company recognizes the validity of the Client's complaint, it will provide the Client with an alternative payment (possibility of accommodation in another room of the same or higher standard on the same or alternative date). In the event that the Client does not agree to the provision of substitute performance, or in the event that the operational and/or capacity capabilities of the company and the Hotel do not allow the processing of a justified claim in accordance with the previous sentence, the price paid for the reserved services, respectively the discount provided, will be returned to the Client in the case of a justified claim the price paid by the customer for the reserved services in the amount determined by the company.

7. In the event that the Client - consumer as a natural person who, when concluding and fulfilling a consumer contract, does not act within the scope of his business activity, employment or profession, is not satisfied with the way in which the operator as a seller handled his complaint or believes that the operator has violated his rights, the Client has the right to contact the operator as a seller with a request for correction. If the operator responds negatively to the Client's request in accordance with the previous sentence or does not respond to such a request within 30 days from the date of its sending by the Client, the Client has the right to submit a proposal for the initiation of alternative dispute resolution to the entity of alternative dispute resolution according to § 12 of Act no. 391/2015 Coll. on alternative resolution of consumer disputes and on amendments to certain laws. The competent entity for the alternative resolution of consumer disputes with the operator as the seller is:

a) Slovak Trade Inspection, which can be contacted for the stated purpose at the address Central Inspectorate SOI, Department of International Relations and ARS, Prievozská 32, postal folder 29, 827 99 Bratislava or electronically at ars@soi.sk or adr@soi.sk .more likely

b) another relevant authorized legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list of authorized entities is available at <https://www.mhsr.sk/obchod/ochrana-spotrebitela /alternativne-riesenie-spotrebitelskych-sporov1 /list-of-subjects-of-alternative-resolution-of-consumer-disputes-1>), while the Client has the right to choose which of the listed alternative dispute resolution entities to turn to.

The client can use the online alternative dispute resolution platform available at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2> to submit a proposal for an alternative resolution of their consumer dispute. [.show&lng=SK](#). You can find more information about the alternative resolution of consumer disputes on the website of the Slovak Trade Inspectorate: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskych-sporov.soi>.

Art. X Compensation for damage

1. In case of breach of any obligation, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is not responsible to the Client for his lost profit and is only responsible for actual damage up to the amount of compensation agreed for the provision of Services according to the individual contract for the provision of Services.

2. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is responsible for damage to things that the Client brings to the Hotel, as long as these things were brought to the premises reserved for accommodation or were stored in a place reserved for storing things or their company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. took over for safekeeping on the basis of confirmation. A personal safe in the hotel room or in the reception area is available to the Client for storing valuables. For valuables, the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. corresponds to the amount in accordance with the Civil Code.

3. If the Client receives a place to park the vehicle in the hotel parking lot, even for payment, this does not create any storage contract. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is not responsible for any loss and/or damage to parked or moved motor vehicles, including their contents, on the property and/or in the Hotel's garage.

4. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. is not responsible in any way for health damage and injuries during Events, programs of any kind;

this does not apply if damage to health and/or injury was caused by the intentional actions of the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o.

Art. XI Others

1. Animals may be accommodated with the guest in a maximum number of 2 per room. The maximum size or the weight of the animal is set at 35 kg / 1 animal. Animals may not be brought into areas with food and drinks.

2. Found items are sent back to the Client only at their request. They are stored in the Hotel for six months. After the expiration of this period, objects that have obvious value will be handed over to the relevant public administration body, the rest is the company Treatment & Diagnostic in Israel

- Dr. Kats s.r.o. entitled to liquidate.

Art. XII. Delivery

1. All documents concerning the legal relations established between the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and Clients are delivered:

- **Personally**
- **By mail**
- **by a third party authorized to deliver shipments.**

2. Unless expressly agreed otherwise in writing, the delivery of documents relating to any legal relationships established between the company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and it is carried out by the Client to the address that is registered as their registered office in the relevant register and to the address of the Client's permanent residence. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and the Client are obliged to notify each other of a change of address without undue delay. A shipment containing a document is considered delivered on the day it was returned to the sender, even if the addressee did not learn about it. The shipment is considered delivered even if the post office returns it to the sending party as undeliverable, as long as the sending party of the relationship delivered it to the address of the other party of the relationship determined in accordance with the provisions of these GTC or their agreement. The shipment is considered delivered even if the addressee refused to accept the shipment. This provision applies and is effective and binding even after the termination of the contractual relationship until the settlement of all obligations arising from or on the basis of the concluded contract.

Art. XIV Protection of personal data and protection of privacy

1. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. (hereinafter also the "Operator") processes personal data in accordance with the generally binding legal regulations of the Slovak Republic, especially in accordance with Act No. 18/2018 Coll. on the protection of personal data and on the amendment of certain laws (hereinafter referred to as the "Law"). The rules for processing personal data and their protection are available on the Hotel's website in a separate GDPR section.

Article XV Final Provisions

1. In matters not regulated by these General Terms and Conditions or the individual contract for the provision of Services, the contractual relationship is governed by the relevant provisions of the Commercial Code, unless the relevant legal regulation provides otherwise.

2. Any disputes that arise from the contractual relationship, the contracting parties undertake to resolve preferably by agreement.

3. Company Treatment & Diagnostic in Israel - Dr. Kats s.r.o. and the Client acknowledge that all potential disputes that arise between them from and in connection with the legal relationship will be governed by the law of the Slovak Republic, according to the Slovak legal order. Courts of the Slovak Republic are responsible for resolving potential disputes.

4. Changes or additions to a written contract or GTC require a written form to be effective.

5. If individual provisions of these GTC are or become ineffective or invalid, this does not affect the effectiveness of the other provisions.

6. These General Terms and Conditions become valid and effective on August 10, 2023.