



General Terms and Conditions

1. Introductory Provisions

These General Terms and Conditions are issued by Tarsier II s.r.o., Company ID: 06716831, with its registered office at Pod Nuselskými schody 1721/3, 120 00 Prague 2 – Vinohrady, registered in the Commercial Register maintained by the Municipal Court in Prague, file no. C 287724.

Contact details:

Website: www.podhlavickymlyn.cz

Email: booking@podhlavickymlyn.com

Phone: +420 720 827 442

These terms govern the use of the website and services provided by the hotel Podhlavický Mlýn. By using the website, the user agrees to be bound by these terms.

Tarsier II reserves the right to modify these terms or the website content at any time.

2. Reservations and Payment Terms

The hotel's website allows reservations to be made online, by e-mail, or by telephone. All reservations are concluded directly between the customer and the operator of the Podhlavický Mlýn hotel. The contractual relationship is established upon written confirmation of the reservation by the hotel, either by e-mail or through the online booking system. The hotel operates without a reception desk; all information regarding accommodation, including access instructions to the building and the room, is sent to guests electronically prior to arrival. The operator Tarsier II bears no responsibility for any costs related to travel to or from the accommodation, including transportation, insurance, loss of personal belongings, or medical care.

Upon arrival, guests are required to pre-authorize their payment card via the payment terminal. During check-in, an authorization hold of **CZK 1** will be placed on the payment card solely for the purpose of verifying the validity of the payment card.

Should the guests use additional services (such as minibar consumption) or cause damage to the hotel's property, the hotel reserves the right to increase the pre-authorized amount by the value of the services provided or the damage incurred.

Upon completion of the stay, only the amount owed will be charged against the pre-authorized amount. Any unused portion of the pre-authorization will be released in accordance with the rules of the payment card issuer.





3. Cancellation Policy

Reservation cancellations are subject to the following conditions:

- Free cancellation:
 - Reservations may be cancelled free of charge **no later than 7 days prior to the scheduled arrival date.**
 - No fees will be charged for cancellations made within this period.
- Cancellation less than 7 days before arrival:
 - If the reservation is cancelled **less than 7 days before the arrival date**, a cancellation fee equal to 100% of the first night's accommodation and all pre-booked services will be charged.
- Same-day cancellations or no-shows:
 - If the reservation is cancelled on the day of arrival or the guest fails to arrive without prior notice (no-show), a cancellation fee equal to 100% of the first night's accommodation and all pre-booked services will be charged.

Reservations for special events and experiences

For reservations of services provided on a specific date, including but not limited to themed dinners, tasting dinners, workshops, wellness packages, accommodation packages, or similar prepaid events, the customer is not entitled to withdraw from the contract or request a refund of the amount paid, unless otherwise agreed in writing between the hotel and the guest.

Pursuant to Section 1837(j) of Act No. 89/2012 Coll., the Czech Civil Code, the statutory right to withdraw from a contract within 14 days without stating a reason does not apply to contracts relating to leisure services that are to be provided on a specified date or within a specified period.

4. No Smoking Policy in Rooms

Smoking is strictly prohibited in all rooms at the hotel. In the event of a violation, the hotel reserves the right to charge a **cleaning and damage fee of CZK 5,000** to cover deep cleaning, odor removal, and room downtime. The guest acknowledges that this fee may be charged to the payment card provided during the booking process or at check-in.

5. Vouchers

Purchase of Vouchers

Vouchers can be ordered via the hotel's website using the online form or by contacting the hotel via email or telephone. The order must include basic customer information and the selected voucher type. By placing an order, the customer confirms that they have read and agree to these General Terms and Conditions.





The offer of vouchers available on the Podhlavický Mlýn website is for informational purposes only. Tarsier II is not obliged to conclude a contract solely based on the fact that a voucher is listed on the website. A contract is deemed concluded only when the order is confirmed and sent to the email address provided by the customer. The terms of use of the voucher (especially its validity period and value) are stated on the voucher itself. Further information on purchasing and redeeming vouchers is provided in these General Terms and Conditions.

Payment Terms

The website includes information about voucher prices and their respective types. All voucher prices are listed with 0% VAT, as they are not subject to value-added tax. The price of the voucher corresponds to the nominal value printed on the voucher.

Vouchers cannot be exchanged for cash, nor can they be combined with other vouchers, discounts, or special offers. Each voucher is valid for one-time use only.

Voucher Redemption

The customer is responsible for providing accurate contact details. If an incorrect email address or phone number is provided, Tarsier II cannot guarantee delivery of the reservation confirmation.

Each issued voucher is unique and must not be copied. Redemption is possible only by using the unique code printed on the voucher. Once the voucher has been properly redeemed, its validity expires, regardless of any later cancellation or modification of the reservation, or in the event the accommodation is not used. In such cases, Tarsier II is under no obligation to reactivate the voucher or issue a replacement.

Validity

Each voucher has a limited validity period. The voucher must be redeemed before its expiration date, which is clearly stated on the voucher. If the holder fails to redeem the voucher in time and in accordance with these conditions, the voucher becomes void without any entitlement to a refund.

6. Disclaimer of Liability

The website is operated by Tarsier II solely for the purpose of providing information about its services. While we strive to ensure the accuracy and currency of the information, we cannot guarantee uninterrupted or error-free operation and assume no liability for any technical deficiencies or incorrect content.

The website is for informational purposes only. Tarsier II accepts no responsibility for information not created by or published on its behalf, or for any misuse of content by third parties.





Tarsier II is liable for damage to guest property only to the extent stipulated by Czech law. Guests are responsible for any damage caused to the hotel's property and are obliged to compensate for such damage.

Complaints must be submitted without undue delay, no later than 7 days after the end of the stay.

7. Intellectual Property

All content on the website is protected by intellectual property law. Unless otherwise stated, all rights belong to the website operator.

Content may only be used for personal purposes. Copying, distribution, or commercial use without prior written consent is prohibited. It is also forbidden to use any information from the website to send unsolicited commercial messages or other marketing communications without express prior consent.

8. Linking Policy

Links to this website are permitted only to the homepage, must be complete, and must not be displayed within the frame of another website. It is prohibited to publish false, misleading, or inaccurate information about this website or its content.

It is not allowed to use any elements of the Podhlavický Mlýn brand (name, logo, domain, etc.) in connection with other products or services without prior written permission.

Tarsier II is not responsible for the content of external websites that link to this site.

9. Personal Data Protection

The processing of personal data is conducted in accordance with applicable legal regulations. Details are provided in the [Privacy Policy](#), available on the hotel's website.

By using the website and its forms, you consent to the processing of your personal data. We recommend that you review the privacy policy carefully.

10. Governing Law and Jurisdiction

These terms and any legal relationships between the guest and Tarsier II are governed by the laws of the Czech Republic. Any disputes shall be resolved by the competent courts of the Czech Republic.

Tarsier II reserves the right to amend or update these General Terms and Conditions at any time. The current version will always be published on the official website. This does not affect any rights or obligations arising under previous versions of the terms that were agreed upon when the reservation was made.

