WINDSOR
HOTEL

General Accommodation Terms and Conditions

Information on the Processing of Personal Data

Cookie Policy

Wellness hotel Windsor ****

Špindlerův Mlýn 13, 543 51 • +420 499 405 911 • windsor@hotel-windsor.cz • www.hotel-windsor.cz

1. General Accommodation Terms and Conditions

Wellness hotel Windsor ****

Valid and effective from: 22 September 2026

1. Operator

Wellness hotel Windsor **** is operated by NAVATEL a.s., Pod Hybšmankou 3103/8, Prague 5, Company ID No. 28416538, VAT ID No. CZ28416538, registered with the Municipal Court in Prague, Section B, Insert 14382.

Place of business: Wellness hotel Windsor ****, Špindlerův Mlýn 13, 543 51 Špindlerův Mlýn. Telephone: +420 499 405 911, e-mail: windsor@hotel-windsor.cz.

These General Accommodation Terms and Conditions govern, in accordance with Section 1751(1) of Act No. 89/2012 Coll., the Civil Code (the "Civil Code"), the mutual rights and obligations arising in connection with an accommodation agreement under Sections 2326 et seq. of the Civil Code concluded between the operator and a person interested in accommodation (the "Guest"). Upon conclusion of the agreement, these Terms form part of it.

If different terms are agreed for a specific reservation, in particular regarding price, deposit, due date, payment terms or cancellation terms, those specific terms take precedence.

2. Reservation and conclusion of the agreement

A Guest may make a reservation via the hotel website www.hotel-windsor.cz, by e-mail, by telephone, in person or through a contractual or reservation partner. The person making the reservation confirms that they are at least 18 years old and authorised to make the reservation.

Common means of distance communication may be used when concluding an agreement remotely. The Guest bears their own costs of internet access or telephone calls; such costs do not differ from the basic rate charged by their provider.

The accommodation agreement is concluded when the reservation is confirmed by the operator or the reservation system, unless expressly stated otherwise during the reservation process. The Guest must provide truthful and complete information required for the reservation; the operator is entitled to consider the information provided by the Guest to be correct.

The operator is not obliged to conclude an accommodation agreement. Section 1732(2) of the Civil Code shall not apply.

The reservation confirmation includes in particular the dates of stay, services ordered, price and any applicable payment and cancellation terms.

Under the concluded agreement, the operator undertakes to provide the Guest with accommodation and related services to the extent of the confirmed reservation, and the Guest undertakes to pay the agreed price.

3. Price and payment terms

The price stated in the reservation confirmation is decisive.

Unless expressly stated otherwise in the reservation confirmation, service prices are final and include value added tax. The local accommodation tax is charged in accordance with applicable legislation and the generally binding ordinance of the town of Špindlerův Mlýn, unless expressly stated that it is already included in the price.

Discount codes provided by the operator cannot be combined unless stated otherwise in the specific offer.

Depending on the type of reservation, payment may be made in particular via a secure online payment gateway, by bank transfer to the operator's account, or in cash or by payment card at reception. In the case of a bank transfer, payment is deemed made when the amount is credited to the operator's account.

The operator may require a deposit of up to 100% of the price of the reserved stay and related services. Payment of the deposit may be a condition for confirmation of the reservation. The amount and due date of the deposit and any further payment terms are stated in the offer or confirmation of the specific reservation.

Unless stated otherwise, the Guest shall pay the remaining price and any services used during the stay no later than upon departure.

If the required payment is not made within the specified period, the operator may cancel the reservation unless the terms of the specific reservation provide otherwise.

The operator shall issue the Guest with the relevant accounting or tax document in accordance with applicable legislation.

4. Cancellation or change of reservation

The Guest acknowledges that, for contracts for accommodation, catering or leisure services provided on a specific date or during a specific period, the statutory right of a consumer to withdraw from a distance contract within 14 days without giving a reason does not apply.

The Guest may cancel the reservation under the terms communicated during the reservation process or stated in the reservation confirmation. Cancellation may be made in particular by e-mail to windsor@hotel-windsor.cz or via the reservation interface if this option is available.

Cancellation terms may include a cancellation fee. Its amount is determined by the terms of the specific reservation and may vary according to rate, date or type of stay. Any amount or deposit already paid will be credited against any cancellation fee.

If the Guest fails to arrive on the first day of the reservation without prior cancellation, the operator shall proceed in accordance with the cancellation terms agreed for that reservation.

If the Guest is entitled to a refund of an amount already paid, it will generally be returned using the same payment method unless agreed otherwise. Depending on the payment method, the refund may take several business days to be credited.

If, due to an extraordinary and unforeseeable circumstance beyond the operator's reasonable control, the operator is unable to fulfil its obligations under the agreement, it shall proceed in accordance with applicable law and inform the Guest of the situation without undue delay.

If the Guest ends the stay before the agreed date, the financial settlement shall be governed by the specifically agreed terms and applicable law.

5. Arrival and departure

The room is available to the Guest from 2:00 p.m. on the day of arrival unless agreed otherwise. On the day of departure, the Guest must vacate the room no later than 11:00 a.m.

Early arrival or late departure is possible only by prior agreement with hotel reception, subject to current availability and, where applicable, an additional charge according to the current price list.

If the Guest expects to arrive late, we recommend informing hotel reception in advance.

In exceptional operational or technical circumstances, the operator may offer alternative accommodation of a corresponding standard instead of the agreed accommodation. If the agreed level of service cannot be provided, the operator shall offer the Guest a reasonable alternative solution.

Upon arrival, the Guest must present a valid identity document at reception and provide or verify the information required for accommodation and for the operator to fulfil its statutory obligations.

6. Rules of stay

The Guest must comply with these Terms, the Hotel Rules, safety and fire regulations and reasonable instructions of hotel staff relating to safety and proper operation of the hotel.

The Guest must use the room, common areas and hotel facilities properly and for their intended purpose.

Smoking is prohibited in hotel rooms and in all other areas where smoking is not permitted. If the smoking ban in a hotel room is breached or the room is exceptionally soiled, the hotel is entitled to charge CZK 5,000 as reimbursement of the costs of specialised deep cleaning, laundering of textiles and removal of odours. This is without prejudice to the operator's right to compensation for damage or any other demonstrably incurred costs exceeding this amount.

Consumption of guests' own food and beverages is not permitted in common areas of the hotel intended for food and beverage services unless agreed with the hotel in advance.

The Guest is liable for damage caused to the hotel by the Guest or by persons for whom the Guest is responsible under applicable law. Any damage or defect discovered must be reported to the hotel without undue delay.

The Guest must behave in a manner that does not unreasonably disturb other guests or hotel operations and does not endanger the safety of persons or property.

7. Serious breaches of rules

The operator is entitled to terminate the accommodation agreement without notice if, despite a prior warning, the Guest seriously breaches their contractual obligations or generally accepted standards of conduct.

A serious breach may include in particular failure to pay an amount when due, repeated or serious breaches of the Hotel Rules, safety or fire regulations, aggressive or dangerous behaviour, harassment of or attacks on other guests or staff, serious or repeated disturbance of other guests, intentional damage to property, or other conduct that materially disrupts the safe and proper operation of the hotel.

If a stay is validly terminated for reasons attributable to the Guest, the financial settlement is governed by the agreed terms and applicable law. This is without prejudice to the operator's right to payment for services already provided, any applicable cancellation fee, or compensation for damage incurred.

8. Pets

Pets may be accommodated only under the conditions set by the hotel and for a fee according to the current price list. The owner is responsible for the animal's behaviour and any damage caused by it.

The rules governing the presence and movement of animals in individual hotel areas are set out in the Hotel Rules. Assistance dogs are governed by applicable legislation.

9. Liability for Guests' belongings

The operator is liable for damage to items brought by the Guest into the accommodation establishment to the extent provided by the Civil Code.

The Guest may ask the operator to take money, jewellery or other valuables into safekeeping. Acceptance may be refused only in cases permitted by applicable legislation.

A claim for compensation for damage to brought-in items must be made to the operator without undue delay after the damage is discovered; statutory time limits and limitations of liability remain unaffected.

Liability for vehicles, items left in vehicles and live animals is governed by the Civil Code.

10. Complaints

If a service provided does not correspond to the agreed terms, the Guest must raise the defect without undue delay, ideally directly at reception, so that it can, where possible, be remedied during the stay. Delayed notification may make it more difficult to assess the complaint.

A complaint may be made at hotel reception or electronically at windsor@hotel-windsor.cz.

When a consumer makes a complaint, the operator shall issue confirmation of receipt and handle the complaint in accordance with applicable legislation, no later than 30 days from the date it is made unless a longer period is agreed with the consumer.

11. Personal data protection

The operator processes Guests' personal data to the extent necessary for the reservation and provision of ordered services, compliance with legal obligations and other purposes based on an appropriate legal basis.

Detailed information on the processing of personal data and the rights of data subjects is provided in the separate document "Information on the Processing of Personal Data" published on the hotel website.

12. Out-of-court settlement of consumer disputes

If a dispute arises between the operator and a consumer that cannot be resolved by mutual agreement, the consumer may use an out-of-court consumer dispute resolution procedure.

The competent body is the Czech Trade Inspection Authority (Česká obchodní inspekce), Central Inspectorate – ADR Department, Gorazdova 1969/24, 120 00 Prague 2, e-mail: adr@coi.gov.cz, web: coi.gov.cz/informace-o-adr/.

Supervision in the field of personal data protection is carried out by the Office for Personal Data Protection (Úřad pro ochranu osobních údajů).

13. Final provisions

The legal relationship between the operator and the Guest is governed by the law of the Czech Republic, in particular the Civil Code and the Consumer Protection Act, as amended.

Individually agreed terms of a specific reservation take precedence over these General Terms and Conditions.

For a particular agreement, the version of these Terms effective at the time the agreement was concluded shall apply unless the parties agree otherwise.

If the relationship established by the agreement contains an international element, Czech law shall apply; this does not affect any mandatory consumer rights granted under applicable law. Any dispute shall be heard by the court having jurisdiction under generally binding legal regulations.

If any provision of these Terms is invalid or ineffective, the validity of the remaining provisions is not affected.

These General Terms and Conditions are valid and effective from 22 September 2026.

2. Information on the Processing of Personal Data

pursuant to Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR)

Valid from: 22 September 2026

1. Data controller

The controller of personal data is NAVATEL a.s., Pod Hybšmankou 3103/8, Prague 5, Company ID No. 28416538, VAT ID No. CZ28416538, registered with the Municipal Court in Prague, Section B, Insert 14382.

Place of business: Wellness hotel Windsor ****, Špindlerův Mlýn 13, 543 51 Špindlerův Mlýn. Contact for personal data protection matters: windsor@hotel-windsor.cz.

2. What data we process, why and for how long

Purpose	Typical data	Legal basis	Retention period / criterion
Reservation, stay and performance of the agreement	identification and contact details, information about the stay and ordered services	conclusion and performance of the agreement	for the duration of the reservation and stay; thereafter generally for 4 years to the extent necessary to protect rights and settle claims
Statutory records	data required by law, in particular for guest registration and the accommodation tax	compliance with a legal obligation	for the period prescribed by applicable legislation
Accounting and taxes	identification and payment details, information contained in accounting and tax documents	compliance with a legal obligation	for the period prescribed by accounting and tax legislation
Communication with the Guest	e-mail, telephone, content of communications	performance of the agreement or legitimate interest in handling a request	for the period necessary to handle the matter; thereafter generally for 4 years to the extent necessary to protect rights
Security and protection of rights	reservation and operational data, data required to deal with damage, fraud or disputes	legitimate interest	for the period necessary to deal with the specific matter and protect rights
Marketing	in particular e-mail address and marketing preferences	consent or statutory existing-customer exception where its conditions are met	until consent is withdrawn, an objection is raised or the lawful marketing use ends

If certain information is necessary for a reservation, performance of the agreement or compliance with a legal obligation and the Guest does not provide it, it may not be possible to provide the reservation or service properly.

3. Data concerning other Guests

If the person making the reservation provides data concerning other persons, they should inform those persons that their data are being provided to the hotel for the purpose of arranging the reservation and stay. The hotel processes data concerning other Guests only to the extent necessary for the relevant purpose or required by law.

4. Children's data

We process children's data only to the extent necessary for the reservation, calculation of the price or compliance with legal obligations. We do not use children's data independently for marketing without an appropriate legal basis.

5. Operational e-mails and marketing

E-mails relating to a specific reservation or stay, such as reservation confirmations, organisational information before arrival or important information about the stay, are sent in connection with performance of the agreement.

We send marketing communications only where we have an appropriate legal basis. Where marketing is based on consent, giving consent is voluntary and it may be withdrawn at any time, in particular using the unsubscribe link in a marketing communication or by contacting the controller. Where the statutory conditions for offering our own similar services to existing customers are met, the recipient may object to such marketing at any time free of charge. Every marketing communication contains an easy way to unsubscribe.

6. Who may receive the data

Personal data may, to the extent necessary, be disclosed in particular to providers of hotel and reservation systems, IT and web service providers, payment institutions, accounting and tax service providers, business partners arranging reservations, and public authorities where required by law.

Where personal data are processed for the controller by processors, this is done on the basis of appropriate contractual and legal measures under the GDPR.

Where the use of certain providers involves transfers of personal data outside the European Economic Area, such transfers take place only where the conditions laid down by the GDPR are met.

7. Obligation to provide personal data

Provision of certain personal data is necessary for the conclusion and performance of the agreement or is required by law. Without such data, it may not be possible to provide the accommodation or related service properly.

8. Cookies and online services

The website uses technical cookies necessary for its operation and, depending on the visitor's choice, analytical or marketing cookies. We use non-essential cookies only after the relevant consent has been given. Details are provided in the "Cookie Policy" and in the cookie settings on the website.

9. Your rights

In connection with the processing of personal data, subject to the conditions of the GDPR, you may in particular:

- request access to your personal data;
- request correction of inaccurate data or completion of incomplete data;
- request erasure where the statutory conditions are met;
- request restriction of processing;
- object to processing based on legitimate interests;
- withdraw consent where processing is based on consent;
- request data portability where the statutory conditions are met;
- lodge a complaint with the Office for Personal Data Protection (Úřad pro ochranu osobních údajů), Pplk. Sochora 27, 170 00 Prague 7, www.uoou.cz.

10. Automated decision-making

The controller does not make decisions based solely on automated processing that produce legal effects concerning the Guest or similarly significantly affect the Guest.

11. Updates to this information

This information may be updated from time to time, in particular following changes in legislation, systems used or processing purposes. The current version is always published on the hotel website.

3. Cookie Policy

Valid from: 22 September 2026

1. What are cookies?

Cookies are small files stored on a website visitor's device. Some are necessary for the proper functioning of the website; others may be used to measure traffic, analyse website use or for marketing.

2. What categories of cookies do we use?

Necessary cookies: ensure basic functions, security and technical operation of the website. Where they are genuinely necessary, their use does not require consent.

Analytical cookies: help us understand how visitors use the website and improve its content and functionality. We use them only after consent has been given.

Marketing cookies: may be used to measure campaigns, personalise advertising or display more relevant content. We use them only after consent has been given.

3. Consent and settings

On your first visit to the website, you can accept, reject or configure non-essential cookies by category. Rejecting non-essential cookies must be as easy as accepting them.

Non-essential cookies are not activated before consent is given. Consent can be changed or withdrawn at any time using the cookie settings available on the website.

4. Details of individual cookies

An up-to-date list of individual cookies, their providers, purposes and lifetimes is available in the detailed cookie settings or in a related overview on the website. The list reflects the tools actually in use and may be updated from time to time.

5. Third parties and data transfers

Where third-party services are used after consent has been given, those third parties may process data obtained through cookies in accordance with the relevant terms and applicable law. Where personal data are transferred outside the European Economic Area, an appropriate legal mechanism under the GDPR must be in place.

6. Recommended text for the first layer of the cookie banner

This website uses cookies.

We use necessary cookies for the proper functioning of the website. Analytical and marketing cookies are used only with your consent, for example to measure traffic and display personalised content or advertising. You can change or withdraw your consent at any time in the cookie settings.

Recommended buttons: "Reject all" • "Detailed settings" • "Accept all".