

TATRY PREMIUM Apartment

Štúrova 2437/40, 060 01 Kežmarok, Slovak Republic

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TATRY PARTNER, s. r. o., Štúrova 2437/40, 060 01 Kežmarok, Slovak Republic

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GENERAL TERMS AND CONDITIONS OF TATRY PREMIUM Apartment

DELIVERY AND PAYMENT TERMS TATRY PREMIUM Apartment

Dear Client,

We are honoured that you have chosen to use the services of Tatry Premium Apartment. We endeavour to make your stay with us as pleasant as possible and to make our apartment a place to which you will always be happy to return. The contractual relationship between you and TATRY PARTNER, s. r. o. (the "Landlord") is governed and specified by these General Terms and Conditions (the "GTC"). By ordering services at our apartment, you accept these GTC.

PREAMBLE

The accommodation of clients (guests) is governed by the laws of the Slovak Republic, Slovak law and these Accommodation Rules. The accommodated guest accepts the Accommodation Rules as a contractual condition of accommodation and is obliged to comply with their provisions. The guest is obliged to familiarise themselves properly with these Accommodation Rules; no account will be taken of any lack of knowledge thereof.

The Accommodation Rules and the GTC are available electronically at www.tatrypremium.sk and in printed form directly at the apartment.

I. General Terms and Conditions

- 1 These terms and conditions apply to agreements for the rental of the apartment and rooms for short-term accommodation, as well as to all ancillary services performed and supplies provided by the apartment for the guest. Other business and contractual terms applicable to the guest shall apply only if expressly agreed in writing in advance by the contracting parties.

- 2 An accommodation agreement is concluded when TATRY PARTNER, s. r. o. accepts the guest's request. TATRY PARTNER, s. r. o. is free to decide whether to confirm the reservation in writing.
- 3 The contracting parties are TATRY PARTNER, s. r. o. and the guest. If a third party places the order, that person shall be jointly and severally liable with the guest to the Landlord for all obligations arising from the agreement.
- 4 Any subletting or further letting of the apartment, as well as its use for purposes other than accommodation or for purposes other than those agreed in the accommodation agreement, requires the prior written consent of TATRY PARTNER, s. r. o.

II. Accommodation Conditions and Procedure

- 1 The Landlord may accommodate only a guest who has been duly registered for accommodation. The guest shall register immediately upon being accommodated in the apartment. For registration purposes, the guest is required to complete a document containing their identification details pursuant to Act No. 253/1998 Coll. on the Reporting of Residence of Citizens of the Slovak Republic and the Register of Residents of the Slovak Republic, as amended, and pursuant to Act No. 363/2005 Coll. on Personal Data Protection, as amended.
- 2 Every guest who is not a citizen of the Slovak Republic (a foreign national) is required, pursuant to Act No. 404/2011 Coll. on the Residence of Foreign Nationals, as amended, to complete and submit the official residence-reporting form presented to the guest upon arrival. The guest is required to provide all requested information truthfully and in full.
- 3 In exceptional cases, the Landlord may offer the guest accommodation other than that agreed, provided that it does not differ materially from the confirmed order and the affected parties have been informed of this fact in advance.
- 4 Unless otherwise agreed, the reserved apartment shall be available to the guest from 3:00 p.m. on the agreed date of arrival, with arrival no later than 9:00 p.m.
- 5 The guest shall vacate the room (check-out) and check out of their stay no later than 10:00 a.m., unless otherwise individually agreed in advance and confirmed in writing.

II. Accommodation Conditions and Procedure (continued)

- 6 The apartment shall be deemed vacated once the guest has removed all of their belongings from the room and returned the keys to the agreed location.
- 7 If the guest requests an extension of the accommodation, the Landlord may extend the stay provided that the apartment has not already been reserved for the relevant dates by another interested party. If the apartment has already been reserved, the guest shall not be entitled to accommodation in the apartment in which they were originally accommodated.

III. Payment for Accommodation Provided

- 1 The price list for short-term accommodation and other services is available for inspection in the apartment or on the apartment's website. When a reservation is made, the Landlord is entitled to require an advance payment of up to 100% of the

accommodation price. In the case of an accommodation reservation, the reservation becomes binding on the Landlord only on the date on which the advance payment is credited to the Landlord's account, unless otherwise agreed in writing.

- 2 The guest is obliged to pay the agreed contractual price for the accommodation and any other services used, in accordance with the price list. This also applies to services and expenses incurred by the Landlord in relation to third parties at the guest's request. No later than the day on which the stay ends, the guest is obliged, on the basis of the statement or invoice presented together with an accounting of advance payments received from the guest, to pay the Landlord for any additional services provided that have not already been paid for.
- 3 The guest has the right to shorten or cancel a stay at Tatry Premium Apartment no later than two weeks before the original start date of the stay. The agreed prices include the accommodation price, service charges and the applicable VAT. Prices may be adjusted if the guest subsequently requests changes to the number of accommodated persons, ancillary services or the length of stay and the Landlord agrees. The Landlord is entitled to declare receivables immediately due and to demand immediate payment. In the event of late payment, the Landlord is entitled to charge default interest of 0.5% per day. Invoices may have a maximum payment term of 7 days.
- 4 Without written consent, the guest is not entitled to set off any of their own claims against the Landlord.

IV. Liability of the Landlord and the Guest

- 1 The Landlord shall not be liable for damage to items brought into and left in the apartment by the guest. The Landlord shall not be liable for jewellery, money or other valuables. The Landlord shall also not be liable for forgotten or lost items or for damage caused to the guest outside the apartment. The Landlord may satisfy a claim from funds retained from the guest.
- 2 Without the Landlord's consent, the guest may not move furnishings, make alterations or interfere with the electrical system or other installations. A fee of EUR 100 shall be charged in the event of a breach.
- 3 Before departure, the guest is required to turn off the lights, turn off the water, close the windows and doors, and return the keys.
- 4 Children under 10 years of age should not be left unattended. The Landlord shall not be liable for any injuries.
- 5 The guest may not bring or keep any weapon or ammunition in the apartment.
- 6 Pets are strictly prohibited in the apartment. If a guest arrives at the apartment with a pet, the guest shall lose the right to accommodation. A contractual penalty of EUR 200 shall be charged for violating the prohibition on bringing pets onto the premises of Tatry Premium Apartment.
- 7 Bringing skis, snowboards, sledges, bicycles, scooters or animals into rooms or areas not designated for this purpose is prohibited.
- 8 Quiet hours are from 10:00 p.m. to 6:00 a.m.

- 9 Smoking is prohibited throughout the property. Smoking is permitted only in designated outdoor areas. If the fire protection system is activated as a result of smoking, a contractual penalty of EUR 300 shall be charged. The use of narcotic and psychotropic substances is also prohibited.
- 10 Parking on the premises does not give rise to liability for loss of or damage to a vehicle or its contents. Parking in front of the entrance is permitted only for clients with reduced mobility.
- 11 Found items shall be returned to the guest upon their written request. They shall be stored for a maximum of one month.
- 12 The guest is liable for damage to the apartment's furnishings and equipment. In the event of damage, the guest shall compensate for the damage at its purchase value.
- 13 The guest must pay for any damage no later than upon completion of the stay or on the basis of an invoice. If the guest refuses to do so, a contractual penalty of 0.2% of the amount owed per day shall be charged. This penalty does not release the guest from the obligation to compensate for the damage.
- 14 Complaints and suggestions for improving the operation are accepted by the apartment owner at zuzanaspitkova@gmail.com.
- 15 Complaints are governed by the Complaints Procedure available at www.tatrypremium.sk or directly in the apartment.

V. Withdrawal, Order Cancellation and Cancellation of Stay

- 1 Where the Landlord and the guest have agreed in writing on a deadline for withdrawal from the agreement free of charge, the guest may withdraw by that deadline without any payment or liability for damages. The right of withdrawal expires if the guest does not exercise it in writing vis-à-vis the Landlord within the agreed period.
- 2 Cancellation conditions where the guest cancels the stay:
- 3 The Landlord applies the following cancellation fees:
 - 1-14 days (inclusive) before arrival: 100% of the price of the services ordered;
 - more than 14 days before arrival: no cancellation fee.
- 4 Notwithstanding the above conditions, the cancellation conditions may be individually adjusted in the guest's favour.
- 5 If the guest fails to make an agreed advance payment even after an additional payment period has expired, the Landlord may withdraw from the agreement.
- 6 Extraordinary withdrawal is also possible in cases of force majeure or other circumstances that make performance of the agreement impossible and are not attributable to the Landlord.

VI. Final Provisions

- 1 The place of payment is the website www.tatrypremium.sk.
- 2 If any provision of these GTC is or becomes invalid or ineffective, this shall not affect the validity of the remaining provisions.

- 3 Any amendments or supplements to the agreement, requests or these GTC must be made in writing and shall become effective only after written confirmation by the Landlord. Unilateral changes made by the guest are invalid.
- 4 These GTC and the legal relationships arising hereunder are governed by the laws of the Slovak Republic.
- 5 Disputes shall be resolved by the competent court of the Slovak Republic.
- 6 Complaints shall be handled in accordance with the Landlord's Complaints Procedure. If the client is not satisfied with the manner in which a complaint has been handled, the client may contact the Landlord with a request for remedy.
- 7 If the Landlord rejects the request or does not respond within 30 days, the client may submit a proposal for alternative dispute resolution pursuant to Act No. 391/2015 Coll.
- 8 The relevant alternative dispute resolution entities are:
 - the Slovak Trade Inspection (ars@soi.sk, adr@soi.sk);
 - another authorised entity included in the list maintained by the Ministry of Economy of the Slovak Republic (<https://www.mhsr.sk>).
- 9 The client may also use the online platform at https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index_sk.htm. Further information: www.soi.sk.
- 10 By signing, the guest consents to the processing of personal data for the Landlord's purposes, including marketing. Consent is voluntary and may be withdrawn in writing at any time. The guest is obliged to comply with the Accommodation Rules. In the event of a serious breach thereof, the Landlord may terminate the agreement early. By signing, the guest confirms that they have familiarised themselves with the terms and conditions.

These General Terms and Conditions of the Landlord are valid from 1 January 2026.