

Cancellation terms

Cancellation fees:

- **Free cancellation 14 days before arrival**
- **30 % from reservation price** when canceling reservation less than **14 days before arrival**
- **100 % from reservation price** when canceling reservation less than **7 days before arrival**

Additional terms and conditions

Provozovatel:

MAPAB s.r.o.
Průběžná 9, 25066 Zdiby
IČ 03203310

Contractual relations and reservations:

1. The purpose of these General Terms and Conditions is to regulate the contractual relations between Base Camp Medvědíň and its customers and to determine the respective obligations of the parties.
2. The GTC come into force and effect at the moment of making a reservation.
3. The created reservation becomes a confirmed reservation only after the deposit or the total price of the reservation has been paid and the confirmation has been sent to the customer by Base Camp Medvedin.
4. The price list of services is available on the website www.bcmedvedin.cz. In case of interest in long-term reservation, individual price can be provided.
5. Base Camp Medvědíň is not responsible for incorrectly created or inappropriately chosen reservation for the customer's needs.
6. The customer is obliged to provide all necessary personal data required by Act 326/1999 Coll. on the residence of foreigners in the territory of the Czech Republic, Act 569/1990 Coll. on local taxes and all other related legislation.
7. A reservation is only ever valid for the persons registered at the time of making the reservation, who cannot in any case be replaced by other persons.
8. The booked accommodation can in no case be transferred, rented or sublet.
9. If the total price of the reservation is not paid by the agreed date, the deposit paid will be forfeited.
10. Accommodation in Base Camp Medvědíň is intended for individual clients. Any booking of 2 or more accommodation units by the same person or persons who know each other and are travelling together on the same dates is considered a group and may be refused by Base Camp Medvedin.
11. Base Camp Medvedin reserves the right to refuse a reservation without giving any reason.
12. Photography or filming may take place during the stay for the purpose of publicity material. If you do not wish to appear in the footage, please let us know at info@bcmedvedin.cz.

Cancellations and changes to dates:

1. For bookings of more than 60 nights, the following conditions apply: in the event of cancellation, the following item will be withheld or remain payable:

- An amount equal to 50% of the total price of the stay, if cancelled at least 31 days before the scheduled arrival.

- An amount equal to 100% of the total price of the stay if you cancel the reservation 30 days or less before the scheduled arrival or in case of no-show at check-in.

2. We recommend taking out cancellation insurance for your stay. This will allow you to claim a refund in the event of cancellation or interruption of your stay.

3. Base Camp Medvedin is not obliged to refund any funds for a shortened stay (late arrival or early departure) or unused service.

4. The request to change the date of stay must be sent electronically to info@bcmedvedin.cz. The request will be considered in the light of the current possibilities and the available accommodation capacity on the requested date.

5. In case of cancellation due to a reason on the part of the camp, except in case of force majeure and exception in connection with the Covid 19 disease, without Base Camp Medvedin proposing an alternative solution, the customer will receive a full refund of the amounts already paid. However, this cancellation cannot lead to the payment of damages and/or interest.

Claims:

1. The customer may request a claim by e-mail at info@bcmedvedin.cz or by mailbox cc4mbtg.

2. Management is committed to responding to any claim or complaint as long as it is not anonymous. If you are not satisfied with Management's response, you have the option of contacting a mediator for the resolution of consumer disputes in accordance with Law 634/1992 on the website www.mpo.cz.

Operating rules:

1. The customer agrees to comply with the operating rules of Base Camp Medvědin.

2. In the event of a situation requiring the intervention of an authorised person of the camp or state authorities due to a breach of the operating regulations or a breach of public order, the person responsible for the breach will be charged a penalty of EUR 50. In this situation, Base Camp Medvědin reserves the right to tow the customer's vehicle at the customer's expense. 3. Violations of the operating regulations in a particularly gross manner may lead to immediate expulsion of the person from the campsite.

Validity from 13.5.2022.