Terms and Conditions of Accommodation

Valid from 10 November 2026 · download PDF

This is a translation for your convenience. In case of doubt, the Czech version prevails.

1. Operator

The accommodation Apartmány Pod Kopcem, Moninec 7, building A, 257 91 Sedlec-Prčice, Czech Republic, is operated by GREENDOT INVEST s.r.o., Reg. No. (IČO) 19132751, registered office Rybná 716/24, Staré Město, 110 00 Prague 1, Czech Republic, entered in the Commercial Register kept by the Municipal Court in Prague, Section C, File 381934 (the "operator"). Contact: phone +420 773 777 788, e-mail info@apartmany-moninec.cz. The operator is not registered for VAT.

2. Booking and conclusion of the contract

1. The guest selects an apartment and dates on the website and sends the order. The operator immediately reserves the dates and sends the guest an e-mail with the payment details.
2. **The accommodation contract is concluded and the booking becomes binding when the full price is credited to the operator's account.** The operator then sends a booking confirmation.
3. The price is due within 3 days of the order, but no later than the day before arrival. If the payment is not received within this period, the order lapses and the dates are released.
4. Prices are per apartment and night and include the tourist tax, Wi-Fi and covered parking. The dog fee is €12 per stay. When paying in Czech crowns, the price is converted at the rate stated in the order.

3. Cancellation

1. The guest may cancel the booking by e-mail or by phone.

2. If cancelled **14 or more days before arrival**, the operator refunds the full price within 14 days to the account from which the payment was made.
3. If cancelled **less than 14 days before arrival**, or in case of no-show, the cancellation fee is 100% of the price.
4. No refund is given for unused nights in case of early departure.
5. Under Section 1837(j) of the Czech Civil Code, a consumer has no right to withdraw from an accommodation contract concluded at a distance within 14 days without giving a reason, as the accommodation is provided on specific dates. The cancellation terms above remain unaffected.
6. If the operator cannot provide the accommodation for serious reasons, it refunds the full amount paid.

4. Arrival, stay and departure

- Check-in from 3 pm, check-out by 10 am. The minimum stay is 2 nights.
- Before arrival the guest completes the online check-in (registration of guests required by law) and then receives the code for the key box.
- The number of guests must not exceed the capacity of the apartment (A1: 5, A6: 2, A7: 4 guests).
- Smoking and parties are not allowed in the apartments. Quiet hours are from 10 pm to 7 am.
- One dog is allowed by prior arrangement, not on the beds.
- The guest is liable for any damage caused to the equipment of the apartment or the building and must report it without undue delay.

5. Complaints and disputes

The guest reports any defects without undue delay to phone +420 773 777 788, e-mail info@apartmany-moninec.cz so that they can be remedied. Complaints are settled within 30 days. The Czech Trade Inspection Authority is competent for out-of-court settlement of consumer disputes, adr.coi.cz.

6. Final provisions

Matters not covered by these terms are governed by the laws of the Czech Republic, in particular the Civil Code. By sending the order the guest confirms having read and accepted these terms. The processing of personal data is described in the privacy policy.