



General Terms and Conditions for the Provision of Hotel Services

Hotel Château Gbeľany, valid from 01.05.2026

Art. I

Introductory Provisions, Purpose, Scope of Application

1. The operator of Hotel Château Gbeľany, Hlavná 140/17, 013 02 Gbeľany (hereinafter referred to as the "hotel") is Kaštieľ Gbeľany s.r.o., with its registered office at Hlavná 140/17, 013 02 Gbeľany, Company ID No.: 44122047, registered in the Commercial Register of the District Court Žilina, Section: Sro, File No.: 56914/L.
2. The purpose of these General Terms and Conditions (hereinafter also the "GTC") is to establish the legal framework for relations between the hotel operator and its clients, with the aim of ensuring that the client is informed about the conditions of the services provided.
3. These General Terms and Conditions form an integral part of every contract (agreement) and order under which, on the one hand, the hotel undertakes to provide the client with certain services and, on the other hand, the client undertakes to pay the agreed price for the services provided.
4. These General Terms and Conditions become binding on the hotel on the day of their publication on the hotel website www.chateaugbelany.com and on the client at the moment of ordering a service.

Art. II

Definitions

For the purposes of this contract, the following terms shall mean:

- a) Client - any natural person or legal entity that enters into a contract with the hotel for the provision of services, sends the hotel a binding order, or reserves and uses any of the services provided, such as wellness, bowling, etc.,
- b) Hotel - the building named Hotel Château Gbeľany, Hlavná 140/17, 013 02 Gbeľany (hereinafter referred to as the "hotel"), operated by Kaštieľ Gbeľany s.r.o., with its registered office at Hlavná 140/17, 013 02 Gbeľany, Company ID No.: 44122047, registered in the Commercial Register of the District Court Žilina, Section Sro, File No. 56914/L,
- c) Contracting parties are the hotel and the clients,
- d) Service - any services provided by the hotel in accordance with its scope of business, in particular accommodation, catering, wellness, fitness, bowling and congress services,
- e) Individual client - 1 to 5 persons who jointly order hotel services or reserve accommodation at the hotel for the same arrival and departure dates,
- f) Group - 6 or more persons who jointly order hotel services or reserve accommodation at the hotel for the same arrival and departure dates,
- g) Event - a social event attended by a larger number of persons and connected with the provision of several types of hotel services,



h) Event organizer - any natural person or legal entity that organizationally, technically or otherwise secures an event in the name or for the benefit of the client and, for this purpose, enters into a contractual relationship with the hotel. Unless otherwise agreed, the party ordering the event (the client) shall be deemed to be its organizer,

i) Moment of payment - the moment when the entitled party becomes able to dispose of the paid funds, i.e. the date on which they are credited to the account, received at the cash desk, etc.,

j) Damage means actual damage and loss of profit. Damage shall be compensated in money; however, if the entitled party so requests and if possible, damage shall be compensated by restoration to the previous condition,

k) Early check-in - earlier accommodation of the client before the standard check-in time,

l) Late check-out - later vacating of the room after the standard check-out time,

m) Early check-out - earlier departure of the client before the originally agreed end date of the stay,

n) No show - failure of the client to commence the stay on the agreed arrival date without prior written notice and cancellation of the reservation,

o) Force majeure (vis maior) - an extraordinary, unforeseeable and unavoidable event independent of the will of the hotel or the client (e.g. natural disasters, fire, power outage, war, terrorist attack, epidemic/pandemic, decisions of public authorities, strike, quarantine or safety measures) that prevents or substantially hinders the provision or use of services.

p) Consumer - a natural person who, when concluding and performing the contract, does not act within the scope of their business activity, profession or employment.

r) Durable medium - a means that enables the consumer or the hotel to store information addressed to the other party in a manner allowing its future use for a period adequate to the purpose of such information and allowing the unchanged reproduction of the stored information.

Art. III

Conclusion of the Contract

1. The conclusion of the contract shall mean, in particular, an agreement on the provision of services between the client and the hotel arising on the basis of a request by the client confirmed by the hotel. The request under the previous sentence (hereinafter referred to as the "order") shall be made by the client to the hotel in person, by telephone, in writing, by fax or by email. The contractual relationship arises upon confirmation (in writing, by fax, or by email) of the client's order by the hotel.
2. By concluding the contract, the hotel undertakes to provide the client with services in the agreed scope and quality, while the hotel simultaneously obtains the right to request from the client payment of the agreed price and compensation for any damage caused in connection with the use of hotel services.



3. In the case of group orders or regularly recurring orders, the contracting parties are entitled to conclude a framework agreement in writing; if the contracting parties have concluded a written contract and such contract or any of its parts is not in accordance with the provisions of the GTC, the provisions of such contract shall take precedence over the provisions of these GTC. The validity of these GTC shall not be affected thereby. This also applies in the case of individual contracts.
4. The contract may also be concluded through an intermediary, in which case the intermediary itself shall act as the liable party towards the hotel, unless the hotel gives written consent to a change in the liable party.
5. The hotel is entitled to refuse to provide accommodation or to terminate a guest's stay if, despite a warning, the guest seriously violates these GTC or the accommodation rules, fails to respect the instructions of staff, endangers the safety, health or property of the hotel or other persons, or substantially disturbs the peaceful stay of other guests. In such a case, the hotel is entitled to request payment for services already provided and compensation for demonstrably incurred damage; this is without prejudice to consumer rights that cannot be excluded or limited by law.
6. If the contract is concluded remotely or outside the hotel's business premises, the hotel shall provide the consumer, before concluding the contract, with all information required by generally binding legal regulations and, no later than at the start of provision of the service, shall deliver to the consumer confirmation of the conclusion of the contract on a durable medium.
7. If the reservation is made through the hotel's online interface, the hotel shall ensure that, when submitting the order, the client expressly confirms that they have been informed of the obligation to pay the price, and that the order button or similar function is marked with an unambiguous wording expressing the obligation to pay.
8. The hotel's contact details for reservations, complaints and other submissions are www.chateaugbelany.com, +421 41 420 41 41, reception@chateaugbelany.com, and these details are also published on the hotel website: www.chateaugbelany.com

Art. IV

Accommodation Services - Individual Clients

1. The hotel is obliged to make the reserved rooms available to the client from 14:00 on the agreed day of arrival; the client is entitled to have the reserved room prepared before the stated time (early check-in) only if the hotel agreed to this when concluding the contract. The client is not entitled to the provision of a specific room unless separately agreed with the hotel.
2. The hotel may exceptionally change the room availability time to no later than 15:00 if extraordinary operational circumstances prevent earlier availability and if the client is notified of this change without undue delay, no later than 24 hours in advance. This provision shall not apply if a specific check-in time has been individually agreed or guaranteed.
3. An early check-in fee may be applied for arrival between 6:00 and 14:00. Early check-in is possible only subject to current room availability and upon written confirmation by the hotel; the early check-in fee is EUR 20 for each commenced hour.



4. On the agreed day of departure, the client is obliged to vacate and leave the room no later than 10:00 on the agreed departure date, unless otherwise agreed in advance; in the event of non-compliance, the hotel is entitled to charge a fee pursuant to Art. IV point 5.
5. Late check-out is possible only subject to current room availability and upon prior written confirmation by the hotel; the late check-out fee is EUR 20 for each commenced hour after 10:00. After 14:00, the hotel is entitled to charge the price for the following night in full.
6. A guest who checks in before 6:00 in the morning shall pay the accommodation price for the entire previous night.
7. Early check-out means earlier departure of the client before the originally agreed end date of the stay. In the event of early departure, the client is obliged to notify the hotel reception of this fact in writing at least 24 hours in advance; otherwise, the hotel is entitled to charge a fee for the cancelled night according to the cancellation conditions.
8. No show means that the client does not commence the stay on the agreed arrival date without prior written notice and cancellation of the reservation. In the event of a no show, the hotel is entitled to charge a cancellation fee amounting to 100% of the price of the first night; in the case of a multi-day stay, the hotel is also entitled to charge a cancellation fee for each additional night during which the reserved capacity remained unoccupied, up to the total price of the reserved stay, after deducting saved costs and amounts obtained from substitute occupancy. In the case of guaranteed reservations, after the reservation holding period has expired, the hotel is entitled to cancel the remainder of the stay as well, unless otherwise agreed.
9. If the client does not commence the stay by 00:00 on the day of arrival at the latest and unless otherwise agreed, the hotel is entitled to charge a cancellation fee amounting to 100% of the price of the first night; in the case of a multi-day stay, the hotel is also entitled to charge a cancellation fee for each additional night during which the reserved capacity remained unoccupied, up to the total price of the reserved stay, after deducting saved costs and amounts obtained from substitute occupancy.
10. If the client voluntarily does not use any of the ordered services, the client does not automatically become entitled to a price reduction unless otherwise agreed. This shall not apply if the hotel did not provide the service, did not provide it properly or did not provide it in the agreed scope.
11. The hotel is obliged to allow the client to store valuables or items of high financial, social or intellectual value in a safe place (in the hotel safe), provided that the size of the safe allows it. If the client does not exercise this right, the hotel shall be liable only to a limited extent for any damage caused by loss, misuse, damage, theft or otherwise. The client's right to use the in-room safe shall not be affected thereby.
12. The client's stay at the hotel is governed by the Accommodation Rules of Hotel Château Gbel'any and the hotel's operating rules. The individual rules are binding on all hotel guests.
13. Upon moving into the room, the client is obliged to report any possible defects, discrepancies or objections to the hotel reception immediately after discovering them.
14. The client is also obliged to proceed in the same way if they discover any damage to the room or its inventory. If the hotel discovers damage to the room or its inventory after the



client has been accommodated, without the client having reported these facts to the hotel reception, the client is obliged to compensate the hotel in full for the demonstrably incurred damage to the room or its inventory. The hotel is entitled to request payment of demonstrably incurred damage without delay, or to set it off against the deposit provided or against funds withheld by pre-authorisation, if agreed.

15. The hotel is entitled to require the client to complete a guarantee form that includes the client's payment card details. A reservation is considered guaranteed by the hotel at the moment the guarantee form is completed and delivered (hereinafter also a "guaranteed reservation"). For a guaranteed reservation, the hotel may require data necessary for payment authorisation or pre-authorisation to the extent necessary to secure the reservation. These data are processed only for the purpose of securing the reservation, paying the price and fulfilling related statutory obligations in accordance with personal data protection legislation.
16. In an exceptional situation where the hotel is unable to provide confirmed accommodation for reasons on the hotel's side (e.g. overbooking or technical/operational reasons), the hotel shall provide the guest with alternative accommodation in an accommodation facility of an appropriate category, or shall offer the guest another reasonable alternative by agreement. If the guest does not accept the alternative solution, the hotel shall refund the guest any payments already made for unused accommodation services.
17. Before leaving the hotel, the guest is obliged to switch off the lights in the room and its facilities, turn off the water taps, close the door and return the electronic card to reception. The guest is also obliged to report consumption from the minibar; if they fail to do so and the consumption is discovered subsequently, the hotel shall charge it to the guest according to the current price list. 18. The local fee (accommodation tax) is imposed by the municipality according to the applicable generally binding regulation. The guest is obliged to pay this fee at the hotel reception if it has not been paid in advance together with the accommodation price.
18. The hotel is entitled to charge additional fees according to the applicable price list, in particular for loss or damage to a card/key, soiling or damage to textiles and room equipment, extraordinary (extra) cleaning and other above-standard acts caused by the conduct of the guest or their visitor. The specific amount of fees is stated in the current price list available at the hotel reception.

Art. V

Accommodation Services - Groups

Unless otherwise provided in this Article, the provisions of Art.

IV of these General Terms and Conditions shall apply to the accommodation conditions for groups.

1. On the day of departure, the group shall vacate all rooms by 10:00.
2. Fees for later vacating of the room are the same as in point 5 of Article IV of these General Terms and Conditions.

Art. VI

Purchase and Validity of Gift Vouchers

1. The client may purchase a gift voucher at the main hotel reception, based on the current price list. Gift vouchers may also be purchased online via the hotel website (according to currently available sales options).



2. The subject of a gift voucher may be accommodation, wellness services, restaurant services, bowling, fitness, special packages as well as gift vouchers of a nominal value.
3. Payment for the gift voucher is made directly at the main reception in cash or by payment card. By agreement with the hotel, the client may pay for the gift voucher by bank transfer. After payment, the hotel sends the gift voucher to the address received from the client.
4. The validity period of the voucher is a maximum of 6 months from the date of issue in the case of a voucher for restaurant services, bowling and fitness. Exceptions are gift vouchers whose validity is individually agreed with the client.
5. The validity of gift vouchers may be extended for an administrative fee of 25% of the voucher price in the case of an extension by one calendar month and 50% of the voucher price in the case of an extension by 3 calendar months. Extension is possible only once and for a maximum of 3 calendar months. The holder of the voucher must request the extension in writing no later than 30 days after the expiry date of the original voucher. After this period or after the extended validity has expired, the voucher can no longer be extended again or redeemed.
6. Gift vouchers cannot be redeemed on Valentine's Day, Easter and New Year's Eve if this restriction was expressly stated at the time of purchase of the voucher or directly on the voucher. After purchase of the voucher, the hotel is not entitled to unilaterally expand the range of excluded dates to the detriment of the voucher holder.

Art. VIII

Prices for Services Provided by the Hotel and Payment Terms

1. The client is obliged to pay the agreed price for the services used by them; this also applies to hotel services provided by the hotel to third parties at the client's express request.
2. Unless otherwise agreed, the agreed price that the client is obliged to pay for the ordered hotel services follows from the current hotel price list. The hotel is obliged to provide the client with the price list upon request at the hotel reception.
3. The hotel may change the contractually agreed price only if the client subsequently changes, with the hotel's consent, the number of reserved rooms, the scope of hotel services, the length of stay, etc.
4. The hotel is entitled to request advance payment when concluding the contract. The amount of the advance payment and the payment dates may be agreed in writing in the contract.
5. If the client is in default with payment of a due monetary claim, the hotel is entitled to request statutory default interest and reimbursement of demonstrably and purposefully incurred costs related to enforcing the claim. The client's default does not in itself result in the termination of an already agreed discount on confirmed services, unless the contracting parties expressly agreed otherwise and such agreement is not contrary to mandatory provisions of legal regulations.



6. Payment by payment card may be made before or after the use of hotel services, based on the data provided by the client necessary for the execution of the payment. The client may also pay for services by bank transfer, by agreement with the hotel. After the client's departure, the hotel is entitled to additionally charge the agreed payment instrument only for items actually ordered or consumed by the client, or for demonstrably incurred damage, if the possibility of such additional charging was clearly and comprehensibly agreed in advance. The hotel is obliged to inform the client in writing without undue delay of each additional charge, stating the reason and amount charged.

Art. IX

Cancellation Conditions - Group, Individual Clients

1. The client is entitled to cancel ordered services even before the start of their provision. Cancellation of the reservation must be made in writing or in another demonstrable manner on a durable medium and must be delivered to the hotel. If the client is a consumer and the contract was concluded remotely or outside the hotel's business premises, in the case of the provision of accommodation services for a purpose other than housing, catering services or services related to leisure activities, if they are to be provided at a precisely agreed time or within a precisely agreed period, the consumer does not have the right to withdraw from the contract without giving a reason pursuant to Section 19(1)(l) of Act No. 108/2024 Coll. on Consumer Protection.
2. As lump-sum compensation, the hotel shall be entitled to compensation in the form of a cancellation fee determined as a percentage of the deposit for services, depending on the period that has elapsed between the date of cancellation of the service and the planned start of the provision of services.
3. For accommodation of individual and group clients, the hotel is entitled to charge the following cancellation fees: Individual clients - does not apply to stays booked through an intermediary (such as Booking, etc.): in the event of cancellation of the reservation more than 48 hours before the planned arrival, the hotel does not charge a cancellation fee; in the event of cancellation of the reservation more than 24 hours before the planned arrival, 50% of the price of the first night; in the event of cancellation on the day of arrival or without notification of cancellation, 100% of the price of the first night.

Group clients:

in the event of cancellation of the reservation up to 14 days before the planned arrival, the hotel does not charge a cancellation fee; in the event of cancellation from the 13th to the 7th day before the planned arrival, 50% of the price of the first night; in the event of cancellation less than 7 days before the planned arrival, 100% of the price of the first night, or without notification of cancellation. A reservation guaranteed by payment card is held on the day of arrival. For reservation guarantee, the correctly completed guarantee form must be sent.

4. In the event of partial cancellation of services (e.g. reduction in the number of persons, shortening of the duration of the stay or reduction of the scope of services) by more than 30% of the total value of the order, the cancellation fee shall apply only to the difference between the original price and the new price, calculated after taking into account the partial cancellation.



5. Unless the contracting parties agree otherwise, in the event of a change to the date of a guaranteed reservation, the hotel is entitled to request a cancellation fee determined as a percentage of the set price of the services or event, depending on the period that has elapsed between the date of the change and the planned start of the provision of the services or event, while the provisions of the previous paragraph of this Article shall apply *mutatis mutandis* to determining the amount of the cancellation fees.
6. A change to a guaranteed reservation that increases the number of rooms, number of guests, length of stay and other requested services, without changing the date, is not subject to cancellation fees.
7. If the hotel becomes entitled to a cancellation fee, the hotel is obliged to send the client, within 14 days from the date on which the entitlement to the cancellation fee arose, an invoice specifying the cancellation fee and its due date.
8. Costs of technical equipment, decoration and other items ordered by the hotel and provided by an external company for the purpose of securing the event shall be paid by the client in full to the extent of costs already incurred by the hotel and not capable of being covered by other use.
9. In extraordinary cases (illness, death, etc.), the hotel may waive its entitlement to a cancellation fee on the basis of demonstrable evidence of a serious reason for cancelling the stay or event. If, after the contract has been concluded, circumstances of force majeure or other extraordinary circumstances independent of the will of the hotel occur that objectively prevent or substantially hinder the provision of the agreed services, the hotel is entitled to withdraw from the contract or propose an alternative date to the client. In the event of the hotel withdrawing for this reason, the hotel is obliged to refund to the client without undue delay all payments received for services that were not provided; this is without prejudice to the parties' right to agree to apply payments already made to an alternative date.

Art. X

Withdrawal from the Contract by the Hotel

1. The hotel is entitled to withdraw from the contract only if:
 - a) this right has been agreed with the client in writing and for the reasons stated in the contract,
 - b) the client does not insist on performance by the hotel,
 - c) the client has overdue obligations towards the hotel,
 - d) advance payment or deposit payment was agreed upon at the time of reservation and the client failed to fulfil their obligation in due time,however, the hotel may withdraw no later than until the moment the client fulfils the obligation,
 - e) circumstances have occurred for which the hotel is not responsible and which make performance of the contract impossible
 - f) the rooms were reserved using misleading or incorrect data of the client or other material facts,
 - g) the hotel has reasonable grounds to believe that the use of hotel services could endanger the proper operation of the hotel, safety or the reputation of the hotel in relation to the public, without this being attributable to the hotel operator.
 - h) under the conditions stated by the hotel for an organised event or stay
 - i) the client is recorded on the internal list of persons to whom the hotel refuses to provide accommodation due to previous serious breaches of the accommodation rules or the GTC, or other inappropriate behaviour (the so-called blacklist).



2. If the client has paid in advance a deposit payment amounting to at least 75%, the hotel is entitled to withdraw from the contract

only in the following cases:

- a) this right has been agreed with the client in writing and for the reasons stated in the contract,
- b) the client does not insist on performance by the hotel,
- c) circumstances have occurred for which the hotel is not responsible and which make performance of the contract impossible.

3. If the hotel validly withdraws from the contract for reasons worthy of special consideration, not caused by the hotel and objectively preventing the provision of services, the client shall not be entitled to compensation for damage; however, this is without prejudice to the client's right to a refund of payments already made for services not provided, nor to any other rights granted by law.

Art. XI

Liability for Damage to Brought-in or Stored Items

1. The hotel is liable for damage caused to brought-in or stored items pursuant to Section 433 et seq. of the Civil Code, i.e. the hotel is liable for damage to items brought in by or for accommodated clients, unless the damage would have occurred otherwise. Brought-in items are items brought into premises designated for accommodation or for storage of items, or items handed over for this purpose to any of the hotel employees (Section 433(1) of the Civil Code).
2. The hotel is liable for jewellery, money and other valuables only up to the amount of EUR 332 (Section 1c of Government Regulation of the Slovak Republic No. 87/1995 Coll., implementing certain provisions of the Civil Code). The right to compensation for damage expires if it is not exercised no later than the fifteenth day after the day on which the injured client learned of the damage. It is presumed that the client learned of the damage on the day of departure from the hotel.
3. Providing the possibility of parking in the hotel car park, even for a fee, does not in itself establish a contract for the safekeeping of a motor vehicle. The hotel is not liable for damage to the vehicle, its accessories or items left in the vehicle if it has not, by a separate act, taken the vehicle or item into safekeeping, or if liability does not arise directly by law. This is without prejudice to the provisions of Sections 433 to 436 of the Civil Code.
4. The hotel is not liable for injuries or damage arising during leisure activities unless they were caused by a breach of legal obligations by the hotel or persons for whom the hotel is liable. This is without prejudice to mandatory provisions of legal regulations on liability for damage and harm to health.
5. The hotel is not liable for injuries or damage arising during leisure activities unless they were caused by a breach of legal obligations by the hotel or persons for whom the hotel is liable. This is without prejudice to mandatory provisions of legal regulations on liability for damage and harm to health.
6. The hotel is not liable for loss, theft or damage to items that the client left unattended on hotel premises or that were not brought in or handed over within the meaning of para-



graph 1 of this Article. Found and forgotten items are recorded and stored by the hotel for a period of 30 days; after this period, the hotel is entitled to dispose of the items or, depending on their nature, hand them over to the competent authority. The costs of sending a found item shall be borne by the client.

Art. XII

Special Provisions

1. No animals may be brought into the hotel unless otherwise agreed in writing in advance. Small domestic animals may be accommodated only with the hotel's prior consent and in designated rooms. An animal may not be left unattended alone in the room or in other hotel premises. The client is obliged to respect the hotel's instructions for staying with a dog or other animal. The fee for accommodation of a small domestic animal is based on the current applicable price list. Substances of a dangerous nature (explosives and ammunition, corrosive substances, poisons or toxic substances, infectious or radioactive materials), illegal narcotic substances and drugs may not be brought into the hotel.
2. Smoking and the use of any tobacco or nicotine products and devices are prohibited throughout the entire hotel premises (including rooms, common areas, interior and exterior areas), in particular cigarettes, cigars, pipes, electronic cigarettes (vaping), heated tobacco devices (e.g. IQOS and similar) and other similar products. In the event of a breach of this prohibition, the hotel has the right to impose a penalty on the client according to the applicable accommodation rules. If the hotel applies a fixed penalty, its amount must be clearly stated in advance in the price list or in the applicable accommodation rules with which the client was acquainted before concluding the contract. In the event of a breach of the smoking ban, the client is obliged to reimburse the hotel for demonstrably incurred damage and purposefully incurred costs related to extraordinary cleaning, ventilation of premises, intervention in technical equipment or restoration of the room or other premises to their original condition.
 - The hotel is not responsible for forgotten and lost items on the hotel premises.
 - Hotel guests may receive visitors in the common rooms of the hotel. A guest may receive visitors in the room only between 7:00 and 22:00, with the consent of a hotel employee and after registration in the Visitor Book.
 - In the room or in the common areas of the hotel, the guest may not, without the consent of hotel management, move equipment, make modifications or any interventions in the electrical network or other installations.
 - On hotel premises, in particular but not exclusively in the room, the guest may not use their own electrical appliances with a power output exceeding 1000 Watts. This prohibition does not apply to charging batteries or electrical equipment used for work and/or entertainment, such as a laptop, tablet, mobile phone, etc.
 - Photography and filming on the hotel premises for commercial purposes (in particular advertising and promotional photo shoots, video filming, activities of external wedding suppliers, use of a drone, etc.) are possible exclusively with the hotel's prior written consent. The hotel reserves the right to determine the conditions for such photography/filming and, where applicable, to charge a fee according to the current price list.
3. Accommodation in a room above its maximum capacity is not possible. The hotel reserves the right to refuse accommodation or continuation of the stay in the event that the maximum occupancy of the room is exceeded. The guest is obliged to report visitors in the room to reception in advance. If an unreported visitor or the presence of an additional person in the room is discovered, the hotel is entitled to charge an additional fee for the additional person



according to the current price list, or to apply other measures under the accommodation rules.

- The guest may not charge electric bicycle batteries in the room or on hotel premises.
- Charging electric bicycles, their batteries or accessories in hotel rooms is strictly prohibited.
- The prohibition also applies to:
 - o removed batteries from e-bikes,
 - o power banks intended to power electric bicycles,
 - o external fast chargers and uncertified adapters.

The reason for the prohibition is the high risk of overheating, fire and damage to electrical wiring.

4. In the event of a breach of the GTC and damage to hotel property (fire, damage to electrical installations, smoke contamination of the room, damage to furniture), the guest is obliged to reimburse all incurred damage in full. If the hotel has reasonable suspicion that the guest is breaching the prohibition on charging electric bicycles or their batteries contrary to these GTC, the hotel is entitled to call on the guest to immediately remove the dangerous condition. Entry into the room without the guest's consent is permitted only to the extent necessary if required to avert an immediate threat to life, health or property.
5. Found items are stored at the hotel for 30 days. At the guest's request, the hotel may send them, with the shipping costs borne by the guest. After this period, the hotel reserves the right to dispose of found items.
6. The client is entitled to claim defects in the services provided without undue delay after discovering them at the hotel reception, in writing at the hotel's registered office address, or electronically at the e-mail address designated for handling complaints. The hotel shall handle the complaint within a reasonable period taking into account the nature of the service and the circumstances of the case and shall inform the client of the manner of handling the complaint in a demonstrable manner.

Art. XIII

Delivery

1. All documents concerning legal relationships established between the hotel and the client shall be delivered:
 - a) in person,
 - b) by post or courier service,
 - c) by a third party authorised to deliver consignments,
 - d) by e-mail,to the contact details notified by the other contracting party.
2. All documents concerning any legal relationships established between the hotel and the client shall be delivered by registered mail to the address of the hotel's registered office and to the address of the client's permanent residence or registered office. If the contractual relationship between the hotel and the client continues, each of its participants is obliged to notify the other participant without delay of any change in their registered office or permanent residence, or any other change that may affect the client's order confirmed by the hotel.
3. If the client does not accept a document at the address stated in the order and this address is identical to the address recorded in the Commercial Register or another register, the document shall be deemed delivered three days after it is returned to the sender, even if the ad-



dressee does not become aware of it. All legal effects of the delivered documents shall occur in this case on the day on which the document is deemed delivered.

4. In consumer relationships, the provision on deemed delivery shall apply only to the extent permitted by generally binding legal regulations; this is without prejudice to mandatory rules on delivery and consumer protection.
5. If the client does not accept a document at the address stated in the order and this address is not identical to the client's address recorded in the Commercial Register or another register, the sender is obliged to deliver the document repeatedly to the address of the participant recorded in the Commercial Register or another register. Such delivery shall be governed in full by the provisions contained in paragraph 3 of this Article.
6. An e-mail shall be deemed delivered on the following business day after it is sent, unless the sender receives a notification of non-delivery.

Art. XIV

Personal Data Protection

Our clients and hotel guests may obtain information about the processing of their personal data by our company in accordance with the General Data Protection Regulation, abbreviated as GDPR, and on the basis of the information obligation towards data subjects under Article 13 of the Regulation. The protection of personal data of our clients and hotel guests is described in a separate document entitled "Information on Personal Data Protection of Data Subjects" on the website www.chateaugbelany.com

The hotel, as controller, processes the client's personal data to the extent necessary for negotiations on the conclusion of a contract, conclusion and performance of the contract, management of the reservation, provision of ordered services, fulfilment of statutory obligations and protection of the legitimate interests of the hotel, in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR) and Act No. 18/2018 Coll. on Personal Data Protection. Detailed information on the processing of personal data, in particular the identification and contact details of the controller, the purposes and legal bases of processing, categories of recipients, personal data retention period, rights of the data subject and the manner of exercising them, as well as information on the right to file a motion to initiate proceedings before the Office for Personal Data Protection of the Slovak Republic, are set out in the separate document "Information on Personal Data Protection", published on the hotel website and also available to the client upon request.

Art. XV

Alternative Dispute Resolution

The client - consumer - has the right to contact the hotel with a request for remedy by e-mail at info@chateaugbelany.com if they are not satisfied with the manner in which the hotel handled their complaint or if they believe that their rights have been violated. If the hotel responds to this request negatively or does not respond within 30 days of its dispatch, the client has the right to submit a proposal to initiate alternative dispute resolution to an alternative dispute resolution entity for consumer disputes (hereinafter referred to as the ADR entity) pursuant to Act No. 391/2015 Coll. on Alternative Dispute Resolution of Consumer Disputes and on amendments and supplements to certain acts (hereinafter referred to as "Act No. 391/2015 Coll."). ADR entities are authorities and authorised legal entities pursuant to Section 3 of Act No. 391/2015 Coll. The client may submit the proposal in the manner pursuant to Section 12 of Act No. 391/2015 Coll. The client may also submit a proposal to initiate alternative resolution of a



consumer dispute through the information and form published on the website of the relevant alternative dispute resolution entity, in particular on the website of the Slovak Trade Inspection: <https://www.soi.sk/alternativne-riesenie-spotrebitelskych-sporov>. Alternative dispute resolution may be used only by a client - consumer, a natural person who, when concluding and performing a consumer contract, does not act within the scope of their business activity, employment or profession. Alternative dispute resolution applies only to a dispute between the client and the hotel arising from a consumer contract or relating to a consumer contract. Alternative dispute resolution also applies to consumer contracts concluded remotely. Alternative dispute resolution does not apply to disputes where the value of the dispute does not exceed EUR 20. The ADR entity may require the client - consumer to pay a fee for commencing alternative dispute resolution of up to EUR 5 including VAT.

Art. XVI

Final Provisions

1. These General Terms and Conditions and legal relationships arising on their basis are governed by the legal order of the Slovak Republic.
2. If any individual provisions of these General Terms and Conditions are or become ineffective or invalid, this shall not affect the validity or effectiveness of the remaining provisions of these General Terms and Conditions.
3. When placing an order, clients confirm their consent to these General Terms and Conditions of the hotel. The hotel reserves the right to amend these General Terms and Conditions. The new wording of the GTC shall be effective from the date stated therein. The obligation to notify changes to the General Terms and Conditions in writing is fulfilled by placing them on the hotel website www.chateaugbelany.com. Legal relationships arising before the effective date of the new wording of the GTC shall be governed by the wording of the GTC effective on the date of conclusion of the contract or confirmation of the order, unless the contracting parties expressly agree otherwise.
4. Pre-contractual information provided by the hotel to the consumer before concluding the contract shall be deemed part of the contractual relationship to the extent that it relates to the ordered services, their price, conditions of performance, cancellation conditions and other rights and obligations of the contracting parties. If the contract is concluded remotely or outside the hotel's business premises, this information forms an integral part of the contract and may be changed or supplemented after the contract has been concluded only with the express consent of both contracting parties.
5. For a specific contractual relationship, the General Terms and Conditions effective at the time of conclusion of the contract or confirmation of the order are binding. The hotel is entitled to amend or supplement the General Terms and Conditions; however, the new wording of the General Terms and Conditions applies only to contracts concluded after the date on which it becomes effective, unless the contracting parties expressly agree otherwise. The provisions of the General Terms and Conditions shall apply only to the extent that they are not contrary to mandatory provisions of legal regulations on consumer protection; in case of doubt, the interpretation more favourable to the consumer shall apply. Any change to the General Terms and Conditions must not worsen the consumer's position contrary to generally binding legal regulations.
6. If the client is a consumer, mandatory provisions of legal regulations on consumer protection shall apply preferentially to the legal relationship. If the client is an entrepreneur, the provisions of these GTC shall apply to the extent permitted by the relevant legal regulations.



CHÂTEAU GBEĽANY
v súlade s prírodou

These General Terms and Conditions become effective on 01.05.2026

In Gbeľany, on 01.05.2026

Ing. Peter Janíček

Managing Director