



General Terms and Conditions for the Provision of Hotel Services for Group Events

Hotel Château Gbeľany, effective from 11 May 2026

Art. I.

Introductory Provisions, Purpose and Scope

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 referred to as the "GTC") is to establish a legal framework for relations between the hotel operator (hereinafter also referred to as the "hotel") and its clients, in order to ensure that the client is informed about the terms and conditions of the services provided. These General Terms and Conditions regulate legal relations between the hotel and the client in the provision of hotel, congress, catering and related services in connection with the organization of group events, group bookings and wedding events. These GTC shall apply to individual accommodation bookings and to the separate use of the hotel's supplementary services only if the hotel and the client expressly agree so or if the booking confirmation expressly refers to them.

3. These General Terms and Conditions form an integral part of every contract (agreement) and order, the subject of which is, on the one hand, the hotel's obligation to provide the client with certain services and, on the other hand, the client's obligation to pay the agreed price for the services provided.

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4. These General Terms and Conditions become binding on the hotel on the date of their publication on the hotel's website www.chateaugbelany.com and on the client at the moment of ordering a service. These GTC become part of the contract or binding order at the moment when the client confirms that they have become familiar with them and the hotel confirms the order or booking, unless the nature of the booking process implies otherwise. The hotel is entitled to unilaterally amend these GTC; however, any amendment to the GTC shall apply only to contracts and orders concluded after the effective date of the new wording of the GTC, unless the contracting parties expressly agree otherwise.

Art. II.

Definitions

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

a) Client means 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 books and uses any of the services provided, including wellness, bowling, etc.,



b) Hotel means the property 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 partners are the hotel and the clients,

d) Service means any services provided by the hotel in accordance with its business activities, in particular accommodation, catering, wellness, fitness, bowling and congress services,

e) Individual client means 1 to 5 persons who jointly order hotel services or book accommodation at the hotel for the same arrival and departure dates,

f) Group means 6 or more persons who jointly order hotel services or book accommodation at the hotel for the same arrival and departure dates,

g) Event means a social event attended by a larger number of persons and connected with the provision of several types of hotel services,

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

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

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

k) Force majeure (vis maior) means 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 complicates the provision or use of services.

l) Group event means an organized event held on the hotel's premises or on premises arranged by the hotel, intended for a larger number of participants and usually connected with the provision of several hotel services, in particular rental of premises, accommodation, catering, congress, technical, wellness or other supplementary services, based on an order, booking or contract concluded between the hotel and the client. For the purposes of these GTC, a group event also means a pre-arranged social, corporate, family, cultural, work-related, representative or similar event attended by a larger number of persons, where the hotel provides one or more persons in particular with rental of premises, accommodation, catering, conference, technical or other related services according to an individual order, booking or contract.

Art. III.

Events

Kaštieľ Gbeľany, s.r.o., Hlavná 140, 013 02 Gbeľany, Slovakia

IČO: 44122047 | DIČ: 2022616376 | IČ DPH: SK 2022616376 | IBAN: SK76 0200 0000 0030 2627 3158

www.chateaugbelany.com



1. The stay of the ordering party and its other rights and obligations in relation to the hotel are governed by the Accommodation Rules of the hotel.
2. The hotel is obliged to prepare and make the reserved rooms available to the ordering party from 2:00 p.m. on the agreed arrival date. The ordering party is entitled to receive the reserved room before this time (early check-in) only if the hotel expressly agreed to this when confirming the booking.
3. In the case of a confirmed hotel room booking that the client does not duly take over, the hotel is entitled to charge a cancellation fee according to the cancellation terms stated in the accommodation booking confirmation.
4. In order to secure and properly prepare the event (except weddings), the organizer is obliged to notify the Hotel of the minimum number of guests no later than 30 business days before the start of the event; this number shall then be considered the guaranteed number. For events, the Hotel accepts a maximum reduction of 10% of the guaranteed number up to 14 business days before the start of the event. The organizer is obliged to notify the hotel of the final number of participants no later than 5 business days before the event date. In the case of weddings, the wedding organizer is obliged to notify the Hotel of the minimum number of guests 6 months before the wedding date. For weddings, the Hotel accepts a maximum reduction of 10% of the guaranteed number up to 30 business days before the start of the event. The organizer is obliged to notify the hotel of the final number of guests for a wedding no later than 10 business days before the wedding date. Business days mean Monday to Friday excluding public holidays.
5. Any change in the number of participants by more than 10% compared to the originally reported number must be agreed with the hotel in advance in writing. In the event of such a change, the hotel reserves the right to unilaterally change the price for the reserved services and/or to replace the reserved event premises.
6. If the number of event participants exceeds the originally reported number, the hotel is also entitled to revise and change the agreed price of the services, with the actual number of event participants serving as the basis for billing.
7. The organizer is obliged to deliver an order for Services related to the organization of the event to the Hotel within a reasonable period before the planned date of the event. The event timetable must be delivered to the Hotel no later than 20 days before the planned event. The Hotel is entitled to reject any order of the Client for a partial Service or Services connected with the organization of the event if such order is not delivered by the Client within a reasonable period. Any adjustments to the timetable shall be possible only by written agreement of both Contracting Partners. If several events take place in the hotel on the same day, the hotel shall give preference to the ordering party that submits its timetable earlier.
8. In the event of a change in the scope of services provided by the hotel for reasons attributable to the client, the hotel shall provide an increase in the scope of services according to its own possibilities. However, the client has no legal entitlement to such an increase in the scope of services.



9. If, after confirmation of the order or event timetable, the client requests extraordinary organizational, technical or operational changes that exceed the usual scope of event administration, the hotel is entitled to charge a special service fee according to the current price list or an individually agreed price calculation. The hotel is obliged to inform the client in advance of the amount of such fee; without prior notification of the amount of the fee and the client's consent, only demonstrably incurred costs or damage may be charged.
10. For events lasting beyond 10:00 p.m., the hotel is entitled, from 10:00 p.m. onwards, to charge a service surcharge based on the services or goods provided according to the hotel's price list, unless the agreed remuneration already takes into account the duration of the event after 10:00 p.m.
11. The hotel has the right to relocate the event to another equally suitable conference space within the hotel if, given the number of event participants, such space is equally adequate in terms of capacity and under the other unchanged conditions as agreed in advance.
12. The event organizer or its ordering party are not entitled to supply the event with their own alcoholic beverages, except where this has been expressly agreed with the hotel in writing. In such cases, the hotel is entitled to charge the event organizer a corkage, storage and service fee according to the current price list or an individually agreed price calculation. In such case, the event organizer also assumes full responsibility for the legal origin, health safety and settlement of tax or customs obligations related to the alcoholic beverages brought in.
13. The event organizer or its ordering party are not entitled to supply the event with their own food, except where this has been expressly agreed with the hotel in writing. In such cases, the hotel is entitled to charge the event organizer a storage and service fee according to the current price list or an individually agreed price calculation. If the Hotel permits in writing that own food or confectionery products be brought to the event, the event organizer is responsible for their origin, health safety, proper labelling and compliance with hygiene requirements under special legal regulations. This does not affect the Hotel's liability for damage or harm to health caused by a breach of the Hotel's obligations, particularly in handling, storage or service, if performed by the Hotel or by persons for whom it is responsible. In the event of any health problems among event participants, especially of a gastrointestinal nature, the hotel is not liable for any damage or harm to health if there has been no breach of the hotel's obligations under the preceding sentence of this paragraph. In accordance with generally binding legal regulations applicable in the field of public health, the Hotel is entitled to take a control sample from each type of such product and store it in the prescribed manner for the necessary period.
14. The event organizer or its ordering party are not entitled to supply the event with their own non-alcoholic beverages or beer. These commodities are provided exclusively by the Hotel, unless otherwise agreed by the Hotel.
15. The price for individual services shall always be agreed separately by means of a price offer provided by the hotel, which forms an integral part of the contract. The price of the services is determined in the confirmed price offer or in the contract. The hotel is entitled to propose a price change only if, after conclusion of the contract, there is a demonstrable increase in input costs decisive for the provision of the agreed service, in particular prices of energy, food,



beverages or statutory levy and tax burdens, and only to the extent corresponding to such increase. The hotel is obliged to notify the client of the proposed price change in writing without undue delay, together with the justification. If the client does not agree with the price change, the client is entitled to withdraw from the contract within 5 business days of delivery of the notice, provided that the price increase exceeds 10% of the originally agreed price. The hotel is obliged to notify and justify the proposed price increase to the client in writing without undue delay, but no later than before the event date or before the start of the agreed service use.

16. The organizer or its ordering party are jointly and severally obliged to pay for services ordered by event participants beyond the agreed scope of the price calculation. If any guest accounts remain unpaid, the ordering party undertakes to pay these outstanding amounts to the hotel.
17. The event organizer is fully liable for damage (in particular damage caused by destruction, damage, loss or theft) caused to the hotel's property that occurs in causal connection with the actions of the event organizer, event participants or third parties (e.g. persons providing musical production, video recording, decorations, etc.) participating in the preparation and/or course of the event on the basis of their relationship with the organizer or event participants. The event organizer is obliged to compensate the hotel for the damage no later than 10 days after delivery of the damage statement.
18. Any third party arranged by the organizer falls under the organizer's competence and responsibility. The organizer assumes final responsibility for damage caused by any third party arranged by the organizer. If the Hotel, at the Client's request, procures technical or other equipment from third parties, it always acts in the name and on behalf of the Client. This does not create any obligations of the Hotel towards third parties, and any claims of third parties arising from the use of such equipment shall be claims against the Client only.
19. The event organizer is fully responsible for fire protection of the premises used. The event organizer is obliged to comply with all local fire prevention regulations and other obligations arising from generally binding legal regulations. If the applicable regulations require a fire patrol to be present during the event, the event organizer is responsible for establishing, organizing and operating such patrol. Any use of open fire or pyrotechnics on the hotel's premises (both indoors and outdoors) or smoking outside designated areas is prohibited; any exceptions to this prohibition must be approved in advance in writing by the hotel, which is entitled to set additional conditions and restrictions.
20. In the congress hall premises, the use of a hot-steam machine (cold fog is permitted) and open fire is strictly prohibited. In the event of a breach of this prohibition that results in activation of the fire wall or the need to carry out its technical inspection, revision, repair or restoration to its original condition, the person ordering the premises is obliged to reimburse the hotel for the demonstrably incurred costs related thereto, according to the current hotel price list if such operation is regulated by the price list, or in the amount of the actual costs incurred. If the equipment is also damaged, the person ordering the premises is obliged to reimburse the demonstrable costs of materials, spare parts and repair. The relevant VAT pursuant to legal regulations effective at the time of the tax liability shall be added to the amount charged. The inspection consists of retesting, lowering and rewinding the fire curtain, testing the acoustic alarm device, and testing the water system and smoke and fire sensors.



21. The congress hall is equipped with electrically operated shading blinds, which may be handled only by hotel staff. When lowering the shading blinds, the windows above which the shading blinds are located must be closed in the congress hall. In the event of a breach of this obligation, the person ordering the premises is obliged to reimburse the hotel for the demonstrably incurred costs necessary to restore the shading blinds and related equipment to their original condition, including repair, service or replacement of damaged parts. The relevant VAT pursuant to legal regulations effective at the time of the tax liability shall be added to the amount charged.
22. If the Client orders supplementary technical equipment from the Hotel, the Client is obliged to duly inspect its condition and functionality upon receipt. The Client is obliged to become familiar with the method of using the borrowed equipment through the responsible Hotel employee. Any identified defects or malfunctions must be reported by the Client without delay and documented in the presence of the responsible Hotel employee. After use, the Client is obliged to return the equipment and allow inspection of its condition and functionality in the presence of the relevant Hotel employee. In the event of damage, destruction, loss or impairment of the borrowed equipment, as well as in the event of a breach of the client's obligations when using it, the hotel is entitled to claim compensation from the client for demonstrably incurred damage, in particular the costs of repair, restoration of the equipment to its original condition or procurement of replacement equipment if repair is not possible.
23. The event organizer or its ordering party is fully responsible for the safety of the technical, electronic or electrical equipment used by the event organizer or its ordering party. If the ordering party's equipment causes damage to the Hotel's technical equipment or other property, the ordering party is obliged to compensate the damage in full and ensure restoration of the damaged equipment or property to its original condition, if the nature of the damage allows it.
24. The organizer is obliged to inspect and test the technical equipment provided by the hotel within a reasonable period before the start of the event and to notify any apparent defects to the responsible employee of the hotel's technical department without undue delay. Failure to notify an apparent defect without undue delay may affect the organizer's claims only to the extent to which this made it impossible or more difficult to remedy the defect or prevented the prevention of further damage; this does not affect the hotel's liability for hidden defects or for damage caused by breach of its obligations.
25. The use of the event organizer's or its ordering party's own technical, electronic or electrical equipment when using the hotel's electrical, electronic or other cable distribution systems is possible only with the hotel's prior consent. The hotel is entitled to charge a special fee for the use of such equipment according to the current price list or an individually agreed price calculation if such equipment increases the costs of energy supply or hotel operation beyond the usual level. If the use of such equipment causes malfunctions or damage to the hotel's technical or other equipment, the event organizer and/or its ordering party is/are jointly and severally obliged to compensate the hotel for the demonstrably incurred damage and costs associated with restoring the affected equipment to its original condition. The hotel is entitled, through its employees or authorized third parties, to inspect such equipment and adopt reasonable measures to prevent damage; the event organizer or its ordering party is obliged to tolerate such measures.



26. The event organizer or its ordering party is obliged to secure and settle all rights and obligations related to the use of copyrighted works, artistic performances, audio or audiovisual recordings, trademarks, designations and other objects of intellectual property used in connection with the event, in particular to obtain the relevant consents, licences or payments of remuneration, if required by special legal regulations. The hotel is not liable for any infringement of intellectual property rights that occurs in connection with the activities of the event organizer, its ordering party, event participants or third parties arranged by the organizer, unless such infringement was caused by a breach of the hotel's obligations.
27. The event organizer is entitled to bring into the used hotel premises any objects, items or installations in connection with the event only with the hotel's prior consent. In order to prevent possible damage, the event organizer is obliged to agree their installation and placement with the hotel in advance. Such objects must be removed immediately after the end of the event and may not be temporarily or permanently stored in any publicly accessible areas of the hotel. If the event organizer breaches its obligations under this paragraph, the hotel is entitled to remove and store such objects and items at the event organizer's expense and risk; the hotel is also entitled to charge the event organizer a fee for storage, handling or disposal according to the current price list or according to demonstrably incurred costs, if such fee is not expressly stated in the price list. All exhibition and other objects of the organizer must be removed immediately after the end of the event. If the organizer fails to do so and the items remain on the hotel's premises, the hotel may charge rental for the premises until the items are collected, according to the current price list or according to demonstrably incurred costs. The hotel is also entitled to remove and store the organizer's exhibition and other objects at the organizer's expense and risk; the organizer is obliged to pay the hotel a fee for their removal, handling and storage according to the current price list or according to demonstrably incurred costs.
28. Any decorative materials and items brought to the event by the event organizer or its ordering party must comply with statutory fire safety requirements. The hotel is entitled to request an opinion from the relevant public administration authorities in this regard. In order to prevent possible damage, the event organizer or its ordering party are obliged to agree the installation and placement of such items with the hotel in advance. If confetti is used, the event organizer or its ordering party is obliged to pay the hotel a cleaning fee in the amount determined according to the current hotel price list; if such fee is not expressly stated in the price list, the hotel is entitled to charge demonstrably incurred costs for cleaning and restoring the premises to their original condition.
29. Any waste from flowers, decorations or brought-in packaging must be removed immediately after the end of the event by the event organizer or its ordering party, unless agreed otherwise. In the event of a breach of this obligation, the hotel is entitled to arrange removal of the waste at the expense of the event organizer or its ordering party and to charge a waste removal fee according to the current price list or according to demonstrably incurred costs.
30. The event organizer is liable for damage caused during preparation, duration and termination of the event to the hotel's property, if caused by the organizer's actions, the actions of its ordering party, event participants or third parties that it arranged or used in connection with the event. For the purposes of this provision, damage also includes excessive soiling of the hotel premises, unauthorized leaving of items on the hotel premises, or damage caused by installation of decorations, technical equipment or other objects. The event organizer is obliged to compensate the hotel for demonstrably incurred damage and reasonably incurred costs connected with its



removal or restoration of the affected premises and equipment to their original condition. The organizer must not install decorative items in a manner that would damage the hotel's property.

31. If these GTC or an individual contract do not specify a particular amount of a fee for service, handling, storage, disposal, cleaning, repair or another special operation, the hotel is entitled to charge such fee according to the current price list; if such fee is not expressly specified in the price list, the hotel is entitled to charge demonstrably incurred costs connected with carrying out the relevant operation or remedying the condition that has arisen.
32. Quiet hours are from 10:00 p.m. to 6:00 a.m. The Provider has equipped the premises to prevent disturbance of quiet hours by using soundproof windows and doors. For the correct acoustic functionality of the windows and doors, they must be closed. The event organizer is responsible for the persons attending the social event so that they do not arbitrarily open windows and do not cause noise in the public and outdoor areas of the Hotel.
33. The event organizer or its ordering party are obliged to inform the hotel without undue delay if the event is capable of disturbing public order and restricting or endangering the interests of the hotel and other clients in the hotel. The hotel is entitled to take adequate measures to prevent such a situation, and the client is obliged to accept them.
34. Any advertisements in print or electronic media, promotional materials and announcements intended for the general public, in particular information about political, religious and commercial events that indicate any relationship with the hotel, are capable of damaging the hotel's good name or have signs of parasitizing on its reputation, require the hotel's prior written consent.
35. No animals may be brought into the hotel unless agreed otherwise in advance in writing. 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 areas. The client is obliged to follow the hotel's instructions for staying with a dog or other animal. The fee for accommodation of a small domestic animal depends on the currently valid price list.
36. If the Client carries a firearm, the Client is obliged to inform the Hotel reception before checking in and, during the stay, to comply with Act No. 190/2003 Coll. on Firearms and Ammunition and on Amendments to Certain Acts.
37. The Client is obliged to use the entrusted Hotel premises to an extent corresponding to their nature, in a proper and reasonable manner, not beyond the usual extent and in accordance with the purpose of the entrustment, and to hand them back to the Hotel in the condition in which the Client received them, taking into account ordinary wear and tear. If the Hotel and the client prepare a written or photographic protocol on the condition of the premises upon handover and takeover, this protocol shall be used when assessing liability for damage to the entrusted premises. Without such a protocol, the Hotel is obliged to prove that the damage arose in causal connection with the conduct of the client or persons for whom the client is responsible.



38. The Client undertakes to observe and fulfil, at the event venue as well as in other Hotel premises, all obligations arising from regulations on occupational health and safety, property protection and fire protection, in particular Act No. 124/2006 Coll. on Occupational Health and Safety and on Amendments to Certain Acts, as amended, Act No. 314/2001 Coll. on Fire Protection, as amended, and Decree of the Ministry of Interior of the Slovak Republic No. 121/2002 Coll. on Fire Prevention, as amended.
39. The Client undertakes to observe and fulfil all obligations arising from environmental protection regulations at the event venue as well as on the Hotel premises.
40. The Client is not entitled to make any changes to the Hotel premises without the Hotel's prior written consent.
41. The Client is entitled to display signs and boards on the Hotel premises indicating logos, names and types of activities related to the event or to the Client only with the Hotel's prior written consent. The content, graphic design and condition of these signs and boards must not create an unfavourable impression in the public, must not infringe the copyrights of third parties and must comply with legal regulations valid and effective in the territory of the Slovak Republic. The Client is obliged to remove these signs and boards, as well as any soiling of surfaces caused by them, without delay after the end of the event or before leaving the Hotel.
42. The Client is obliged to comply with the valid Accommodation Rules of the Hotel.

Art. IV

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Advance Payment

1. Unless another written agreement has been concluded with the hotel, the hotel is entitled to require an advance payment/reservation fee as follows:

- a) For an event with up to 50 persons, 50% of the total price of the ordered services (based on the approved price offer), no later than 30 days before the event date.
- b) For an event with more than 50 persons, 50% of the total price of the ordered services (based on the approved price offer), no later than 60 days before the event date.
- c) For a wedding event, the Hotel is entitled to require, upon reservation of the date, a reservation fee/first advance payment of EUR 500, which shall be credited towards the price of services. If the client cancels the wedding event, the reservation fee shall be used to cover the cancellation fee under Art. V of these GTC, but only up to the amount of the Hotel's claim.
- d) The second advance payment in the amount of 50% of the agreed price of services based on the approved price offer is due 6 months before the wedding date, unless the contracting parties agree otherwise. If the client cancels the wedding event, the reservation fee shall be used to cover the cancellation fee under Art. V of these GTC, but only up to the amount of the Hotel's claim.
- e) For new clients, the hotel reserves the right to charge a 100% advance payment of the agreed price of services based on the approved price offer. The hotel is entitled to require an advance



payment under the preceding sentence up to 100% of the price only if this has been individually agreed in the contract or in the confirmed price offer.

f) If the client fails to pay the due advance payment even within an additional period of 5 business days from delivery of the Hotel's written notice, the Hotel is entitled to withdraw from the contract.

2. Payment of the advance payment confirms the binding nature of the contract. In the event of cancellation, the paid advance payment is governed by the applicable cancellation terms.

3. If the advance payment is not paid on time, the hotel reserves the right to cancel the reservation without prior notice.

Art. V.

Cancellation Terms

1. The client is entitled to cancel ordered services or an event even before the start of their provision. Cancellation of a booking or event 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 premises, in the case of accommodation services provided 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 is entitled to compensation in the form of a cancellation fee, determined as a percentage of the total price of the ordered services and accommodation, depending on the time period that elapsed from the date of cancellation of the service or event to the planned start of the provision of services or the event.

3. For events (excluding weddings) that have been bindingly reserved pursuant to Article IV of these GTC, the hotel is entitled to charge the following cancellation fees:

in the event of cancellation at least 60 days before the event date	the hotel does not charge a cancellation fee
in the event of cancellation 59-30 days before the event date	30% of the total amount of the ordered rental and services
in the event of cancellation 29-15 days before the event date	50% of the total amount of the ordered rental and services
in the event of cancellation 14-8 days before the event date	75% of the total amount of the ordered rental and services
in the event of cancellation 7 days before the event date	100% of the total amount of the ordered rental and services

4. In the case of a wedding that has been bindingly reserved, any cancellation of any services agreed in the price offer by the ordering party must be made in writing and must be demonstrably and clearly dated, signed and delivered to the supplier. In such cases, the organizer undertakes to pay cancellation fees, which, pursuant to the agreement between the supplier and the ordering party, shall be deemed to be the advance payments specified in Article IV points c) and d) of these



GTC.

5. In the event of a request by the wedding organizer to change the date of the original order to a new date, if the hotel is able to provide such change, the procedure shall be the same as for cancellation of the original order and creation of a new one, with the cancellation terms under this Article applying unless agreed otherwise.
6. In the event of partial cancellation of services or an event (e.g. reduction in the number of persons, shortening of the stay or reduction in the scope of services) by more than 30% of the total order value, 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.
7. Unless the contracting parties agree otherwise, in the event of a change of the date of a guaranteed reservation, the hotel is entitled to request a cancellation fee determined as a percentage of the stipulated price of services or the event, depending on the time period that elapsed from the date of the change of date to the planned start of the provision of services or the event, whereby the provisions of the preceding paragraph of this Article shall apply *mutatis mutandis* for determining the amount of the cancellation fees.
8. 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. Any increases must be agreed in advance with the hotel with regard to available capacity.
9. 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 arises, a notice specifying the amount of the cancellation fee and its due date.
10. Costs of technical equipment, decorations and other items ordered by the hotel and supplied by an external company for the purposes of securing the event, to the extent of costs already incurred by the hotel and not coverable by another use, shall be paid by the client in full.
11. If, after conclusion of the contract, force majeure circumstances or other extraordinary circumstances independent of the will of the Hotel arise that objectively prevent or substantially complicate 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's withdrawal for this reason, the Hotel is obliged to return to the client without undue delay all payments received for services that were not provided; this does not affect the parties' right to agree that already paid amounts will be used for an alternative date.
12. In extraordinary cases (illness, death, etc.), the hotel may waive its entitlement to the cancellation fee based on demonstrable evidence of a serious reason for cancellation of the stay or event.



Art. VI.

Payment for Services Used

1. Unless agreed otherwise in advance, the basis for billing the hotel's services is a tax document - invoice, usually issued on the day of departure of the ordering party from the hotel premises or on the day on which the ordering party has used all ordered hotel services. The invoice must contain all particulars required by the special legal regulation effective at the time of issue. The ordering party has the right to review the pro forma invoice within 3 business days of receipt. If the hotel receives no changes from the ordering party within this period, the hotel will automatically issue the final invoice.
2. If the invoice under the preceding paragraph does not contain all particulars of a tax document or has not been correctly issued by the hotel, the ordering party is entitled to return it for correction. In such case, a new due period shall begin only upon delivery of a duly issued invoice to the ordering party. However, if the ordering party approved the billing and requested a correction only subsequently, the payment terms and invoice payment date remain unchanged.
3. The invoice due period is 14 calendar days from the date of issue, unless agreed otherwise.
4. If the ordering party defaults on payment for the services provided by the agreed deadline, the ordering party shall pay the hotel default interest of 0.05% of the outstanding amount for each calendar day of delay.

Art. VII.

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 an advance deposit was agreed upon at the time of booking and the client failed to fulfil its obligation on time; however, the hotel may withdraw no later than until the moment the client fulfils the obligation,
 - e) circumstances arise for which the hotel is not responsible and which make performance of the contract impossible,
 - f) rooms were reserved based on misleading or incorrect data of the client or other material facts,
 - g) the hotel has a justified reason 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.
2. If the client has paid an advance payment of at least 75% in advance, 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) circumstances arise for which the hotel is not responsible and which make performance of the contract impossible.

3. The Hotel is entitled to cancel the event or withdraw from the contract only if one of the reasons stated in this Article occurs, in particular if, based on objectively established circumstances, the use of hotel services could endanger the proper operation of the Hotel, the safety of persons or property, or if performance of the contract would be impossible. The mere fact that a longer period remains until the event date is not a reason to cancel the contract.

4. If the hotel validly withdraws from the contract for reasons worthy of special consideration that it did not cause and that objectively prevent the provision of services, the client shall not be entitled to compensation for damage; however, this does not affect the client's right to a refund of payments already made for services not provided, nor any other rights granted to the client by law.

Art. VII.

Liability for Damage Caused to Brought-in or Stored Items

1. The hotel is liable for damage caused to brought-in or stored items pursuant to Sections 433 et seq. of the Civil Code, i.e. the hotel is liable for damage to items brought into the hotel by accommodated clients or for them, 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 hotel employee (Section 433(1) of the Civil Code).

2. For jewellery, money and other valuables, the hotel is liable only up to the amount of EUR 332 (Section 1c of Government Regulation of the Slovak Republic No. 87/1995 Coll., implementing provisions of the Civil Code). The right to compensation for damage shall expire if not exercised no later than on the fifteenth day after the day on which the injured client became aware of the damage. It is presumed that the client became aware of the damage on the day of departure from the hotel.

3. The provision of parking at the Hotel car park, even for a fee, does not in itself establish a contract for custody of a motor vehicle. The Hotel is not liable for damage to the vehicle, its accessories or items left in the vehicle, unless it has taken the vehicle or item into custody by a special act or unless liability arises directly by law. This does not affect the provisions of Sections 433 to 436 of the Civil Code. The Hotel does not guarantee the availability of a parking space; parking is subject to current capacity.

4. The Hotel is not liable for injuries or damage arising from leisure activities, unless caused by a breach of the legal obligations of the Hotel or persons for whom the Hotel is responsible. Mandatory provisions of legal regulations on liability for damage and harm to health remain unaffected.

Art. VIII.

Special Provisions

1. No animals, hazardous substances (explosives and ammunition, caustic substances, poisons or toxic substances, infectious or radioactive materials), narcotic substances or drugs may be brought into the hotel.



2. Smoking is permitted only in designated exterior areas of the hotel. Smoking is prohibited in all other hotel areas. In the event of a breach of this prohibition, the hotel has the right to impose a penalty on the client according to the valid Accommodation Rules.

3. In the event of soiling or damage to surfaces in extraordinary situations, e.g. as a result of excessive alcohol consumption, the client is obliged to pay for the damage caused. In such case, the client is obliged to compensate the Hotel for demonstrably incurred damage and reasonably incurred costs for cleaning, repair or restoration to the original condition.

Art. IX.

Delivery of Notices

1. All written documents relating to legal relations established between the hotel and the client shall be delivered:

- a) personally,
- b) by post or courier service,
- c) by e-mail,
- d) by a third party authorized to deliver consignments.

2. All written documents relating to any legal relations 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 party is obliged to notify the other party without delay of any change in its 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 written document at the address stated in the order and this address is identical to the client's address registered in the Commercial Register or another register, the written document shall be deemed delivered three days after it is returned to the sender, even if the addressee does not become aware of it. All legal effects of the delivered written documents shall occur on the day on which the written document is deemed delivered. In consumer relations, the provision on deemed delivery shall apply only to the extent permitted by generally binding legal regulations; mandatory rules on delivery and consumer protection remain unaffected. An e-mail shall be deemed delivered on the following business day after it is sent, unless the sender receives a non-delivery notification.

4. If the client does not accept a written document at the address stated in the order and this address is not identical to the client's address registered in the Commercial Register or another register, the sender is obliged to deliver the written document repeatedly to the address of the party registered in the Commercial Register or another register. The regulation contained in paragraph 3 of this Article applies in full to such delivery.

Art. X

Personal Data Protection



The ordering party's personal data in the scope of name, surname, ID card number, bank details and address are processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data (hereinafter referred to as GDPR) and, in matters not regulated by the GDPR, in accordance with the national legislation of the Slovak Republic, namely Act No. 18/2018 Coll. on Personal Data Protection, as amended, by Kaštieľ Gbeľany, s.r.o., Hlavná 140/17, 013 02 Gbeľany, Company ID No.: 44122047. The client's personal data in the given scope are necessary for the performance of the contract, and therefore the legal basis for processing data in this scope is the contractual relationship. The Hotel as controller processes the client's personal data to the extent necessary for negotiations on conclusion of a contract, conclusion and performance of the contract, maintenance of the booking, provision of ordered services, fulfilment of legal obligations and protection of the Hotel's legitimate interests, in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 18/2018 Coll. on Personal Data Protection. Detailed information on the processing of personal data, in particular identification and contact details of the controller, purposes and legal bases of processing, categories of recipients, retention period of personal data, 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 with the Office for Personal Data Protection of the Slovak Republic, is set out in the separate document "Information on Personal Data Protection", published on the Hotel's website: www.chateaugbelany.com and available to the client upon request.

Art. XI

Final Provisions

1. These General Terms and Conditions and legal relations 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. By placing an order, clients confirm their agreement with 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 is effective from the date specified therein. The obligation to notify changes to the General Terms and Conditions in writing is fulfilled by posting them on the hotel's website www.chateaugbelany.com. Legal relations established 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 conclusion of the contract shall be considered part of the contractual relationship to the extent that it concerns the ordered services, their price, performance terms, cancellation terms and other rights and obligations of the contracting parties. In the case of a distance contract or a contract concluded outside the hotel premises, such information forms an integral part of the contract and may be changed or supplemented after conclusion of the contract 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 shall be binding. The hotel is entitled to



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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 do not conflict with mandatory provisions of legal regulations for consumer protection; in case of doubt, the interpretation more favourable to the consumer shall apply. Any amendment to the General Terms and Conditions must not worsen the consumer's position contrary to generally binding legal regulations.

These General Terms and Conditions enter into force and effect on 11 May 2026.

In Gbeľany, on 11 Maj 2026.

Ing. Peter Janíček
Statutory Executive