

Contractual terms and conditions accommodation
Travel agency Mapex Store, d.o.o. & Mapex Store s.r.o.

1. Introductory Provisions

These contractual terms and conditions apply to the accommodation in the following accommodation facility:

1.1. The parties to the contract are the accommodation provider on the one hand and the client booking the accommodation on the other. The client may be a natural or legal person (hereinafter referred to as the "Client"). The Client specified in the contract represents all the accommodation users, and is authorized to act on their behalf and is the only responsible person in relation to the accommodation provider.

By confirming the booking in the accommodation facility, the Client confirms his/her consent to these contractual terms and conditions.

2. Entering a contractual relationship

The contractual relationship between the Client and the accommodation provider is entered by the Client by confirming the booking, the name of the facility, address of the facility in the online booking system and by paying of an advance payment / full amount of the accommodation price, as stated in Article 3, item 3.4 of these contractual terms and conditions. The amount of the advance payment/ full amount of the accommodation price is paid by the Client to the account of the accommodation provider. In exceptional cases, when the Client does not have access to the Internet, the booking can be made by telephone.

The Client and the accommodation provider agree to the use of postal or electronic communication (via e-mail). Notices forwarded in the first or second manner shall be recognized by both parties as valid written notices.

3. Price of accommodation and terms of payment

The price of the accommodation is the price stated in the booking system and in the informative e-mail (contract) about the accommodation, which the Client receives after confirming the booking in the online booking system and the name of the facility.

3.1. The accommodation price includes the following

accommodation in a mobile home / person / according to the number of
paying persons /
stay
use of the camp infrastructure
water and electricity consumption
the services of a permanently available representative who speaks the
Czech language

3.2. The price does not include parking in the amount of approximately
150, - CZK /
car / night
sojourn tax adults approx. 40, - CZK / person / night
sojourn tax children from 12-18 years approx. 20, - CZK / person / night
extra bed for 5th, 6th person from approx. 220, - CZK / person / night
depending on
the date
final cleaning 600, - CZK / mobile home
final cleaning in case of a dog stay + 200, - CZK / mobile home
camp registration fee in the amount of 30, - CZK / person / stay,
regardless of age
pet 350, - CZK / night, max. 10 kg, max. 2 pets
refundable deposit 2,000, - CZK / mobile home, paid to our representative

3.3. Deposit

When handing over the keys to the accommodation facility to the
accommodation provider
or his/her authorized person, the Client is obliged to pay a refundable
advance
payment (deposit) in the amount of 2,000 CZK. The advance (deposit) will
be returned
by the accommodation provider to the Client on the day of departure,
provided that the
Client has not caused any damage to the facility. In case of any damage,
the
accommodation provider is entitled to deduct from the deposit the amount
corresponding
to the amount of the damage. If the amount of the deposit is not
sufficient,
compensation for damages will be arranged according to Article 4 of these
contractual
terms and conditions.

3.4. Payment for the accommodation

The accommodation provider is entitled to charge the accommodation price
before its
realization. Unless otherwise agreed in the written contract between the
accommodation
provider and the Client, the Client is obliged to pay an advance in the
amount of 50%
of the accommodation price within 5 days from the date of sending the
booking
confirmation in the online booking system. The remaining amount of 50% of
the

accommodation price the Client is obliged to pay no later than 30 days before the date set as the start of the stay. If the Client fails to meet the payment conditions for the accommodation, the effects of the contract between the Client and the accommodation provider cease to be valid and the accommodation facility may be offered to other interested parties.

4. Client's obligations

Cooperate with the accommodation provider for the purpose of proper preparation and provision of accommodation.

Take over all the sent documentation necessary for the realization of the stay.

Arrive at the agreed time of arrival at the place of accommodation with all the

necessary documentation. Follow the instructions, house rules and instructions of the

accommodation provider and his/her employees. The Client and all persons involved are

obliged to behave in a way to avoid negative consequences for their health, life or

property, or damage to the property of the accommodation provider. They are obliged to

take care of children or provide them with care, which would avoid their possible

injury in the facility and its surroundings or damage to the property of the

accommodation provider.

Use the accommodation facilities in an appropriate manner, maintain order and

cleanliness in them, especially if children are accommodated in them.

Close the windows and doors when leaving the accommodation facilities.

Inform without hesitation about the need for repairs in the accommodation facilities.

Report without hesitation any shortcomings or damage that the Client or the person

accommodated with him / her in the accommodation facilities have caused.

The Client is obliged to compensate for any damage caused to the premises intended for

accommodation, free entertainment or relaxation, as well as lost earnings up to the

amount of 20 CZK thousand. The accommodation provider may require the amount of any

damage caused to the facilities intended for accommodation, free entertainment or

relaxation, to be reimbursed in full, including compensation for lost earnings in the

amount of the valid accommodation price for the entire period in which the facility /

room / apartment / relaxation area will be out of operation in accordance with the Act

no. 89/2012 Sb., of the Civil Code. The same obligation applies to the Client if the damage is caused by children or other persons accommodated together with the Client.

4.1 Without the prior consent of the accommodation provider, the Client is not allowed to:
Make significant changes in the accommodation facilities (move furniture, etc.)
Use the Client's own devices in the accommodation facilities
Leave the accommodation facilities to accommodate other persons

4.2 Furthermore, the Client is not allowed to:
Smoke in all the rooms of the facility
Possess, produce or hide intoxicants or psychotropic substances or poisons, unless it is a drug prescribed by a doctor to a Client.
Carry weapons and ammunition or otherwise keep them in a condition that would allow their immediate use.

5. Obligations, rights and responsibilities of the accommodation provider
The accommodation provider is obliged to hand over the accommodation facilities to the Client in a condition suitable for undisturbed use and to ensure the unhindered exercise of the Client's rights in relation to the accommodation. The accommodation provider is obliged to eliminate the reported shortcomings without undue delay and is obliged to maintain the accommodation facilities in good technical and hygienic condition.
The accommodation provider is entitled to inspect the accommodation facilities in the Client's presence after the end of the Client's stay. We kindly ask the clients not to consider this as an act of distrust. Thank you for understanding.

The accommodation provider is not liable for any damage to the health (possible damage to the property) of the clients caused by their carelessness, negligence, improper use or lack of supervision (safekeeping).

6. Stay
The Client is entitled to use the accommodation premises as well as the common areas of the facility. At the beginning of the use of the accommodation facilities the Client will receive a key, which they are obliged to return to the accommodation provider at the end of the stay at the latest. The Client is obliged to make sure that

the key is not lost or stolen and must not lend it to persons who are not accommodated in the facility. In case of loss, theft or misuse of the key, the Client is obliged to pay the accommodation provider a contractual penalty in the amount of 2000, - CZK; this does not affect the accommodation provider's right to compensation for damages.

The accommodation provider will accommodate the Client in the facility between 2:00pm and 7:00pm on the agreed day of the start of the stay, and the Client is obliged to leave the facility on the day of the end of the accommodation stay no later than 10:00am. The exact time of entering the accommodation facility on the respective day will be agreed between the Client and the accommodation provider by telephone. In case of non-compliance with this time, the Client will be charged the price for the

next day of the stay according to the valid price list.

6.1. Transport to the place of accommodation

Transport to the place of accommodation is in the Client's own arrangement. All costs related to transport to the place of accommodation are paid by the Client.

6.2. Accommodation

The number of accommodated persons must not exceed the number of beds in the facility.

The exact or preliminary number of accommodated persons is stated in the contract that

the Client will receive after booking the accommodation.

It is prohibited to use the entire capacity of the facility (name) by persons under 18

years of age or persons deprived of legal capacity. In the case of accommodation of

persons under 18 years of age or persons deprived of legal capacity, it is necessary

to ensure supervision by at least one person over 18 years of age, who will be present

during the entire period of accommodation.

6.3. Energy and savings

In order to save energy and with regard to environmental protection, we kindly ask you

not to ventilate the room for too long during the winter as to not lower the

temperature in the room / facility.

6.4. Pets

Accommodation or visits to the facility with pets are allowed if complying with the conditions set out below.

A dog (any other animal) must be trained, must not scratch the furniture, roll on the beds, or on upholstered furniture.

The owner of the dog is obliged to pay attention to the dog's behaviour in order not to damage the equipment in the facility. If the equipment is damaged, the dog owner is obliged to pay for the damage.

The owner is obliged to provide a bed for the dog, a dish for eating and water from its own sources, and in no case use the equipment of the facility for that purpose.
Recommendation: accommodation with a pet of medium and large breed should be agreed in advance with the accommodation owner.

6.5. Sports equipment

The Client is not allowed to bring sports equipment and objects whose storage requires a different place.

6.6. Valuables

The accommodation provider recommends that clients do not leave jewellery, money and other valuables in the facility, or that they adequately insure their valuables against theft. The accommodation provider is not responsible for any loss or damage to the stated items. The accommodation provider is not obliged to ensure the storage of such items.

6.7. Parking

Clients can park their vehicles on the land of the accommodation provider in front of the facility. These areas are publicly available and therefore the accommodation provider is not responsible for any theft of the vehicle or items in it, as it is not a guarded parking lot.

7. Amendments to the contract and withdrawing from the contract

In the event that the accommodation provider is forced to change the essential conditions of the contract for objective reasons, it may propose to the Client an amendment to the contract. In this case, the Client can accept the amendments or

withdraw from the contract. If the Client does not withdraw from the contract within 10 days from the date of submission of the proposal for the amendment by means of a written notice, it will be considered that the Client agrees with the amendments.

The client is entitled to withdraw from the accommodation contract.

The provider is entitled to withdraw from the accommodation contract if the Client grossly violates the obligations under this contract, house rules, or if the Client grossly violates the rules of good behaviour in the facility.

Withdrawing from this contract must be in writing and delivered to the other party. Withdrawing from this contract does not affect the obligation to pay the costs from this contract arising before the withdrawal, as well as the cancellation fee.

Withdrawing from the contract is regulated by the following cancellation conditions, which determine the amounts of the cancellation fees as follows:

500 CZK - 03 days from the drafting of the contract - unreasonable withdrawal from the contract
10 % 04 - 90 from the date of signing the contract / inclusive / up to 90 days before the start of the stay
30 % 89 - 45 days before the start of the stay
50 % 44 - 30 days before the start of the stay
70 % 29 - 14 days before the start of the stay
100 % 13 days or less before the start of the stay

The stated percentages of the cancellation fees are charged from the accommodation price (a) in case of deviation before the start of stay or non-arrival, (b) in case of early departure from the accommodation facility and early termination of the provided and unused accommodation services. In case of justified reasons (illness, death in the family, force majeure, etc.), the cancellation fee does not have to be charged according to the decision of the accommodation provider. In case of withdrawing from the accommodation contract, the accommodation provider is entitled to ask the Client to immediately vacate the accommodation facilities and leave the facility, which the Client is obliged to do without hesitation.

8. Complaints

The Client is always obliged to report any complaints to the accommodation provider or his/her responsible person immediately after discovering any shortcoming, so that the shortcoming in question can be eliminated.

9. Final provisions

The general contract terms and conditions apply to all stays in the following facilities:

Mobile house PETRA Biograd na Moru, kamp Park Soline ****,
Mobile house NICOL Biograd na Moru, kamp Park Soline ****,
Mobile house ISABELLA Biograd na Moru, kamp Park Soline ****,
Mobile house CHARLOTTE Biograd na Moru, kamp Park Soline ****,
Mobile house Nord Martin Biograd na Moru, kamp Park Soline ****, and become valid and enter into force as of 1 January 2022.

By concluding the contract, the Client confirms that he/she has understood the above contractual terms and conditions, and that he/she accepts them in full on his/her own behalf and on behalf of other participants in the accommodation.

Furthermore, by concluding the contract, the Client confirms that in the event of any dispute between the parties to this contract, the accommodation provider has informed the Client of the possibility of the out-of-court settlement of the dispute before the Czech Trade Inspectorate (www.coi.cz). The Client acknowledges that the procedures for exercising the right to withdrawal from this contract, as well as the withdrawal form, are published on the website of the accommodation provider www.mapexstore.com

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