

Booking of Accommodation and Related Services

General Terms and Conditions – Park Hotel Tartuf

1. Introductory Provisions

1.1 These General Terms and Conditions (hereinafter the "Terms") issued by Ekostavby, s.r.o., with registered office at Chrenovská 14, 949 01 Nitra, Company ID: 31697348, Tax ID: 2020509359, VAT ID: SK2020509359, registered under §4, registration since 15 September 1998, entered in the Commercial Register of the District Court Nitra (hereinafter "Ekostavby, s.r.o." or the "operator"), apply to the booking of accommodation and related services (hereinafter the "services" or "scope of services") provided by Ekostavby, s.r.o. at its Park Hotel Tartuf facility (hereinafter the "hotel"). These Terms apply to bookings of accommodation and related services made via the online booking system available on the hotel's website and subpages, as well as bookings made by e-mail, telephone and in person. They also set out the payment and cancellation conditions, as well as all other rights and obligations arising from the legal relationship created upon booking.

1.2 The client may book services provided at the hotel operated by Ekostavby, s.r.o. in several ways: via the online booking system available at <https://tartuf.sk/sk> or the relevant hotel subpages, by e-mail, by telephone, or in person.

1.3 By creating a booking and subsequently confirming the booked services, the client declares that they have read, understood and agree to these Terms. Ekostavby, s.r.o. is entitled to unilaterally amend these Terms; such amendment takes effect towards clients from the date the updated version of the Terms is published. For bookings made before any such amendment, the version of the Terms in force and effect on the date the booking was made shall govern. A booking becomes binding once confirmed by both parties and, subsequently, once the full amount or a specified portion of the price for the booked scope of services has been paid.

1.4 Where a binding booking is made via the online booking system, Ekostavby, s.r.o. is obliged to deliver the currently valid Terms to the client on a durable medium, typically by sending them to the e-mail address provided by the client. For other booking methods, the currently valid Terms may be sent by e-mail to the address provided by the client, at the client's request. The current valid and effective version of the Terms is publicly available on the website of Ekostavby, s.r.o. at <https://tartuf.sk/sk>.

1.5 These Terms govern the procedures, rights and obligations for bookings defined as individual bookings. An individual booking is any booking involving an enquiry or order for accommodation services by a single client for up to 5 rooms. Any other booking involving a request for more than 5 rooms is considered a group booking by the provider.

1.6 Group bookings are subject to separate terms and conditions, negotiated individually.

2. Booking

2.1 Booking via the company's online booking system

2.1.1 When booking through the online booking system on the website (hereinafter an "online booking"), the client may create a booking at Park Hotel Tartuf according to their requirements and preferences. To successfully complete an online booking and send an enquiry to the hotel reception, it is necessary to enter all required data into the booking system, such as the accommodation facility, arrival date, departure date, room type, number of rooms, number of persons, ages of persons, and similar. After entering the required data, the client will see the prices for the selected scope of services directly in the booking system. These prices are valid at the moment the booking is created.

2.1.2 If the system does not allow the client to view the hotel's available capacity or the prices for the chosen scope of services, or does not allow immediate booking with subsequent payment, the client's enquiry will be sent to the hotel reception as a non-binding enquiry. The reception/booking department will then verify the enquiry and contact the client by e-mail. For this type of booking, the procedure set out in point 2.3.1 of these Terms shall subsequently apply.

2.1.3 For an online booking, the customer pays the price of the booked services by online payment (card payment, internet banking payment). Ekostavby, s.r.o. reserves the right to extend or restrict the available online payment methods for booking, depending on the specific dates. The customer is informed of the available online payment

options directly on the website through which the online booking is made, after entering all required data, before paying for the booked services and confirming the order with a payment obligation.

2.1.4 Following successful completion of an online booking, an informational e-mail will promptly be sent to the e-mail address provided by the client, containing a summary of the booked services and the valid Terms. This e-mail serves as confirmation that the booking has been made, for both the client and the hotel. Subsequently, once the hotel has processed and accepted the booking and successful payment has been made and credited to the account of Ekostavby, s.r.o., a confirmation e-mail will be sent to the client's e-mail address, on the basis of which Ekostavby, s.r.o. guarantees the client the provision of services on the requested date, to the extent stated in the booking, and at the price paid by the client. The confirmation e-mail contains, in addition to the confirmation and order summary, a booking number.

2.1.5 A binding contractual relationship arises between Ekostavby, s.r.o. and the client upon the sending of the confirmation e-mail from the contact account of Ekostavby, s.r.o. and its delivery to the client's e-mail address. Upon the creation of the contractual relationship, both parties are subject to the applicable rights and obligations, and the client is subject to the applicable cancellation conditions forming part of these Terms.

2.2 The booking number assigned to the relevant booking and provided to the client serves as a contact reference for carrying out any further actions relating to the booking on the client's part. The client is obliged to keep the booking number safe and have it available if needed.

2.3 Other bookings

2.3.1 Booking by e-mail (hereinafter an "e-mail booking")

2.3.1.1 When making an e-mail booking, the client may contact the hotel at the e-mail addresses published on the website of Ekostavby, s.r.o. and the hotel subpages, in order to check the hotel's available capacity for the given dates and obtain a price quotation for the selected scope of services.

2.3.1.2 In the e-mail message, the client is required to state the basic requirements for the services (number of persons and ages of children, number of rooms, room type, dates – date of arrival and date of departure, the client's first and last name, and any further additional requirements). Upon receipt of the client's e-mail enquiry, the hotel reception/booking department will respond to the client's enquiry and send a price quotation for the selected scope of services. If the hotel reception/booking department does not have all the necessary information, the client will be asked to provide the missing details so that a correct and complete price calculation for the requested services can be made. The price quotation may also be sent to a different e-mail address specified by the client in the enquiry. If the client does not specify a different e-mail address, the price quotation will be sent exclusively to the e-mail address from which the enquiry was received by the hotel. A booking made by the client in this way is a so-called non-binding booking (see point 2.4 of these Terms).

2.3.1.3 A price quotation prepared on the basis of the client's e-mail enquiry is valid for 24 hours from the time it is sent to the client's e-mail address. This price quotation is considered (as is the booking) non-binding until it is accepted and confirmed by both the hotel and the client. At the same time, the client must pay the full amount, or a specified portion, of the price of the booked services on the basis of the issued and delivered invoice, within the payment due date. If the hotel does not receive booking confirmation from the client within 24 hours of sending the price calculation by e-mail, the price quotation is no longer valid. The non-binding booking will be cancelled without any entitlement to the scope of services on the part of the client, and without any entitlement to cancellation fees on the part of the hotel.

2.3.1.4 If the client agrees with the price quotation and, in writing, no later than within 24 hours of receiving the price calculation, replies to the e-mail accepting the price quotation, the booking is considered a binding order. The hotel will then send the client an informational e-mail containing a summary of the booked services, an invoice, and the valid Terms applicable to the scope of booked services. The client is obliged to pay the amount due for the ordered services, as specified in the invoice, within its due date. The hotel guarantees the provision of services within the given scope of the booking only after the invoice has been paid and the funds credited to the account of Ekostavby, s.r.o.

2.3.1.5 After successful payment of the invoice within its due date and the crediting of the funds to the account of Ekostavby, s.r.o. specified in the invoice, a confirmation e-mail will be sent to the client, making the booking binding. A binding contractual relationship arises between Ekostavby, s.r.o. and the client upon the sending of the confirmation e-mail from the contact account of Ekostavby, s.r.o. and its delivery to the client's e-mail address. Upon the creation of the contractual relationship, both parties are subject to the applicable rights and obligations, and the client is subject to the applicable cancellation conditions forming part of these Terms. Ekostavby, s.r.o. guarantees the client the provision of services on the requested date, to the extent stated in the booking, and at the

price paid by the client. The confirmation e-mail contains, in addition to the confirmation and order summary, a booking number.

2.3.1.6 The booking number serves as a contact reference for carrying out any further actions relating to the booking on the client's part, including presenting the booking upon arrival at the hotel. The client is obliged to keep the booking number safe and have it available if needed.

2.3.1.7 If the price is not paid properly and on time (in the correct amount, with the correct variable symbol, and within the payment due date), the booking is cancelled by the operator and the client's right to the booking lapses. The client will be notified of the cancellation of the booking by e-mail, and the client is not entitled to any financial or non-financial compensation or damages.

2.3.2 Booking by telephone (hereinafter a "telephone booking")

2.3.2.1 For a telephone booking, the client contacts the hotel by telephone using the phone numbers listed on the website of Ekostavby, s.r.o. and the individual hotel subpages, in order to obtain a price quotation for the selected services and to book them.

2.3.2.2 Telephone calls may be recorded for the purposes of quality control and improvement of the services provided by the operator.

2.3.2.3 The provisions of points 2.3.1.2 to 2.3.1.7 of these Terms apply accordingly to the telephone booking procedure.

2.3.2.4 If the client does not have an e-mail address, the hotel and the client will agree on the method of communication and delivery of documents on an individual basis.

2.4 Common provisions for bookings

2.4.1 By making a booking, the client declares that they are of legal age (18 years or older) and have full legal capacity, i.e. are capable of acquiring rights and assuming obligations in their own name.

2.4.2 The contractual relationship between the operator and the client arises at the moment the operator delivers the booking confirmation to the client, either by e-mail in the form of a confirmation e-mail, or, in individual cases, in paper form by means of a confirmation document.

2.4.3 Until the booking confirmation is delivered to the client, the booking is not binding for either party (neither the client nor the operator). The booking becomes binding only once the funds are credited to the operator's bank account in accordance with point 2.4.5 of these Terms and the confirmation e-mail or confirmation document has been delivered.

2.4.4 If the client does not receive an e-mail or document confirming the booking within 72 hours of paying for the booked services, the client is advised to contact the operator's reception/booking department by telephone or e-mail.

2.4.5 The day of payment for the booked services is deemed to be the day on which the funds, in the amount of the invoiced price for the services, are credited to the bank account of Ekostavby, s.r.o. The client is obliged to pay the funds in the amount stated in the invoice, and exclusively to the account specified in that invoice.

2.4.6 For bookings made 7 or fewer days before the arrival date, the booking of services is possible only if the hotel's capacity and operational circumstances allow it. Ekostavby, s.r.o. reserves the right to shorten the payment due date for the services selected by the customer, of which the client will be informed in advance. The applicable payment due date is also stated on the invoice for the ordered services.

2.4.7 When making a booking, the client is obliged to state the exact number of persons who are to take part in the booked stay, including, for children under 18 years of age, their age. The decisive moment for determining the age of children under 18 is the day the stay begins. If the client making the booking is not a participant in the stay, they are obliged to provide the first and last name, e-mail address and phone number of the adult person for whose benefit the booking is being made.

2.4.8 Following confirmation of the booking, Ekostavby, s.r.o. guarantees the client the room type specified in the booking confirmation. In the event of an operational or capacity need or obstacle, the hotel reserves the right to provide the client, and thus the participants in the stay, with services in a room of the same or comparable standard, without the client being obliged to pay any surcharge for the accommodation services.

2.4.9 If the client requests the assignment of a specific room at the hotel (for example a specific room number, view, floor, orientation, etc.) within the same room type as booked, the hotel will accommodate the client's request

only to the extent that the hotel's capacity, accommodation and operational circumstances allow it for the requested dates and scope.

2.4.10 The client acknowledges that, if they order a stay or service at a price published in error, as a result of an internal information system error, Ekostavby, s.r.o. is entitled to withdraw from the contract, even after the customer has received a confirmation e-mail regarding the booking. In such a case, Ekostavby, s.r.o. will inform the customer of the situation. Examples of when an incorrectly published price may occur include, in particular: the price of the stay/service is manifestly incorrect; the price of the stay/service is missing one or more digits, or has one or more extra digits; the discount on the stay/service exceeds 50%, without the stay/service being part of a special marketing campaign/promotion marked with a special symbol.

3. Payment Terms – General Provisions

3.1 The client is obliged to pay the price for the booked services in the amount required and invoiced by the operator; the deposit shall, however, be no more than 100% of the price of the booked services.

3.2 The method of payment depends on the booking method chosen by the client. Ekostavby, s.r.o. reserves the right to extend or restrict the available payment methods for a booking depending on the booking method used, the specific dates, or the hotel. The client is informed of the available payment methods when making the booking.

3.3 Bank charges associated with payment of the price for the booked services are borne in full by the client.

3.4 The stated price for the booked scope of services does not include the local tax. The local tax is usually paid directly upon arrival, at the hotel reception. The local tax is set on the basis of generally binding local ordinances and varies by locality; the amount of the local charge is not influenced by the service provider.

3.5 The price for accommodation and related services includes value added tax in accordance with the relevant legal regulations.

3.6 A tax document (billing statement) is issued to the customer on the day of departure, directly at the hotel reception. If the customer wishes a tax document to be issued in the form of an invoice made out to a legal entity or a self-employed natural person, and makes the booking online, they must request this from the operator before making payment for the stay, i.e. before paying for the booking by payment card (if paying by card) or before submitting a bank payment order (if paying by bank transfer). The client should state this request when making the online booking, in the "notes" field of the online booking system, indicating the exact and correct billing details of the legal entity (company name, registered office, Company ID, Tax ID, VAT ID, Commercial Register entry, bank details) or of the self-employed natural person (business name, place of business, Company ID, Tax ID, VAT ID, trade or other register entry, bank details) to the operator. Once the customer has paid for an online booking by payment card, or has submitted a bank payment order, it is no longer possible to change the billing details! For offline bookings, this request and the correct billing details must be provided directly when making the booking.

4. Changes to a Booking, No-shows, Early Departure, Cancellation of a Booking and Cancellation Conditions

4.1 Changes to a booking

4.1.1 Any changes to a binding booking may be accepted only if the hotel's operational and/or capacity circumstances allow it. The client has no legal entitlement to changes to a booking once it has been confirmed. Where the client requests changes to a booking, the booking number received in the booking confirmation must be stated for this purpose.

4.1.2 If the client requests a change to a binding booking that cannot be accommodated for capacity or other operational reasons on the hotel's part, the hotel is not obliged to accommodate the customer's request to change the confirmed booking, and the hotel has the right to refuse the client's request.

4.1.3 The operator reserves the right to individually assess a client's request to change the date of booked services, solely under conditions set by the operator, of which the operator will inform the client. In the event of a change to the date of a confirmed booking, the conditions set by the operator (in particular the cancellation conditions), of which the operator informs the client before confirming the change of date of the booked services, take precedence over the provisions of these Terms.

4.1.4 The operator reserves the right to individually assess and determine the validity of a client's request to change a confirmed booking for serious reasons on the part of the client or the person who is to take part in the stay (e.g. accident, serious illness, death, etc.); for the purposes of assessing such a request, the client is obliged to demonstrate to the operator the existence and duration of the serious reasons (e.g. by a confirmation of hospitalisation, medical report, death certificate, etc.). The client has no legal entitlement to a change or to any financial or non-financial compensation in these cases.

4.2 No-shows, non-use of the booked services in full

4.2.1 If the booked services are not used for any reason on the part of the client or the person who is to take part in the stay, or without any reason being given (a no-show), the client is not entitled to any financial or non-financial compensation, substitute performance or damages. This point also applies to cases where the client, of their own will, ends their stay earlier than the originally planned end date of the stay.

4.3 Cancellation of a booking, cancellation conditions

4.3.1 From the moment a distance contract for the provision of services is concluded, the client is not entitled to withdraw from the contract for the provision of services pursuant to § 19(1) of Act No. 108/2024 Coll. on Consumer Protection and on Amendments to Certain Acts, as amended, since the subject matter of the contract is the provision of accommodation services for a purpose other than residential use, to be provided by the trader on a specifically agreed date or within a specifically agreed period.

4.3.2 The operator allows the customer to cancel a confirmed booking (from the moment the contractual relationship arises under point 2.4.2 of these Terms) for any reason or without giving a reason, either in writing to the operator's registered office address stated in point 1.1 of these Terms, or electronically by e-mail, by sending a notice of cancellation of the booking to the e-mail address stated in the booking confirmation, quoting the booking number.

4.3.3 In the event of cancellation of a booking under point 4.3.2 of these Terms, the operator becomes entitled, at the moment the client cancels the booking, to payment of a cancellation fee. The operator will apply the cancellation conditions depending on the type of booked stay, as well as on the time remaining until the start date of the stay at which the booking was cancelled. The currently valid cancellation fees are available and published on the website of Ekostavby, s.r.o. at www.tartuf.sk.

4.4 Change or cancellation of a booking by the operator

4.4.1 The operator reserves the right to cancel an individual or group booking in justified cases, such as operational reasons, force majeure, or a change of hotel operator. The client will be informed of the cancellation of the booking without undue delay, by e-mail or by telephone, using the contact details provided at the time of booking.

4.4.2 If the booking is cancelled by the operator, the amount paid for the booked services will be refunded to the client in full, using the same method by which it was originally paid, within 14 days of the notice of cancellation of the booking.

4.4.3 The operator is not liable for any damages or additional costs incurred by the client as a result of the cancellation of the booking, other than the obligation to refund the payments made.

4.4.4 In the event of a change of hotel operator, the new operator reserves the right to confirm or cancel existing bookings. Clients will be informed of any cancellation without undue delay, and payments made will be refunded in full within 14 days.

5. Promotional Stays

5.1 The operator is entitled to offer promotional stays (Last Minute, First Minute, Flexi offers, etc.). The number of rooms allocated to promotional stays is limited.

5.2 The operator is entitled to provide clients, whether addressed individually or generally, with so-called promo codes entitling clients to use special promotions and discounts. Should a client wish to use a promo code, they enter it in the designated field when making an online booking, which entitles them to use the operator's special promotion; the client will also be informed of the validity period and conditions of use of the promo code. Unless the specific terms of the promo code provide otherwise, a promo code may be used only for an online booking with online payment. The operator reserves the right to change or cancel a promo code, or the conditions of its use or validity period, even during its period of validity.

5.3 Combining or accumulating discounts or any of the operator's promotional offers is not possible.

5.4 For special offers that may be referred to as "Flexi offers", the prices for the stay and other services are flexible and subject to the promotion. Such a promotion is subject not only to a special (discounted) price but also to separate conditions for applying the discount and/or cancellation conditions. The cancellation conditions applicable to this type of offer are individual, tailored to the given offer. In such cases, the cancellation conditions applicable to the flexible offer take precedence over the general cancellation conditions, and Ekostavby, s.r.o. is obliged to state such individual cancellation conditions relating to the specific flexible offer or promotion directly in the specification of that promotion. The client must be demonstrably informed of these facts in advance.

5.5 For flexible offers, special cancellation conditions relating to the specific offer may be set, whereby not only the payment due dates for the price of the booked services may be adjusted, but also the notice period and amount of cancellation fees relating to cancellation of the booking in relation to the relevant start date of the stay. Ekostavby, s.r.o. is obliged to publish the special conditions and cancellation fees relating to the given flexible offer directly together with the offer.

5.6 If the client purchases a stay at Park Hotel Tartuf via another, partner website and makes the booking through the (online) booking form/system of that partner website, a contractual relationship arises between the client and that partner company. The rights, obligations and terms and conditions of the company that sold the client the stay and scope of services accordingly apply to the purchase and booking of the stay and services.

6. Complaints Regarding the Booking Process

6.1 These complaints rules apply exclusively to claims for defects in the services provided by the operator from the moment the client begins the booking process until the moment the customer arrives for their stay at the hotel.

6.2 The provision of services by Ekostavby, s.r.o. is governed by the relevant provisions of Act No. 40/1964 Coll., the Civil Code, as amended, in conjunction with the relevant provisions of the applicable Act on Consumer Protection, Act No. 108/2024 Coll.

6.3 The client has the right to receive the services in the agreed or usual scope, quality, quantity and timeframe.

6.4 The client is obliged to assert claims for defects in services (a complaint) without undue delay after becoming aware of the grounds for the complaint, and at the latest on the following calendar day, otherwise the right to complain lapses. The client may assert claims for defects in services (a complaint) electronically by e-mail to tartuf@tartuf.sk, or in writing to the registered office address of Ekostavby, s.r.o., within the period set out in these Terms. In the case of a written complaint, the deadline is considered to have been met if the written complaint is delivered to Ekostavby, s.r.o. on the first business day after the customer's right to make the complaint arose. The client may also make a complaint directly at the hotel reception, and, if the complaint can be resolved without delay, the hotel may, after agreement with the client, resolve it on the spot. Where the customer's or stay participant's right to make a claim for defects in services arises during the stay at the hotel, the client or stay participant is obliged to assert this claim no later than the end of the stay (the day of departure), directly at the reception of the relevant hotel, otherwise the right to complain lapses.

6.5 The client is obliged to state the booking number when making a complaint. Ekostavby, s.r.o. is entitled to request confirmation of the booking from the client. After examining the complaint, Ekostavby, s.r.o. will decide on how to resolve it immediately, or, in more complex cases, within 3 business days. The period for resolving a complaint shall not exceed 30 days from the date it was made. For the purposes of resolving the complaint, the client is obliged to provide contact details through which they will be notified of the resolution of the complaint, in cases where it cannot be resolved immediately. The client is obliged to provide Ekostavby, s.r.o. with the necessary cooperation required for the proper handling of the complaint.

6.6 If Ekostavby, s.r.o. acknowledges that the client's complaint is justified, it will provide the client with substitute performance (the possibility of accommodation in another room of the same or higher standard) on the same or an alternative date. If the client does not agree to the substitute performance offered, or if the operational and/or capacity circumstances of Ekostavby, s.r.o. do not allow the justified complaint to be resolved in the manner described in the preceding sentence, the client will, in the case of a justified complaint, be refunded the price paid for the booked services, or will be granted a discount from the price paid for the booked services, in an amount determined by Ekostavby, s.r.o.

6.7 Ekostavby, s.r.o. reserves the right to individually assess each case of a service complaint and to determine the validity of the complaint and the client's requirements.

6.8 Ekostavby, s.r.o. is not liable for the non-provision of services and/or non-use of services by the customer, or the inability of the client to use the booked and paid services in full, due to force majeure. Force majeure means

a situation as a result of which it is not possible to fulfil obligations arising from the legal relationship (e.g. natural disasters, a lasting energy shortage, armed conflict, a state of war or emergency, war).

6.9 If a customer – a natural person consumer who, when concluding and performing a consumer contract, is not acting within the scope of their business activity, employment or profession – is not satisfied with the way in which the operator, as the seller, handled their complaint, or believes that the operator has infringed their rights, the customer has the right to contact the operator, as the seller, with a request for redress. If the operator responds negatively to the customer's request under the preceding sentence, or does not respond to such a request within 30 days of it being sent by the customer, the customer has the right to submit a proposal to initiate alternative dispute resolution to an alternative dispute resolution entity pursuant to § 12 of Act No. 391/2015 Coll. on Alternative Resolution of Consumer Disputes and on Amendments to Certain Acts. The relevant entities for the alternative resolution of consumer disputes with the operator as the seller are: (a) the Slovak Trade Inspection Authority, which can be contacted for this purpose at: Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Bajkalská 21/A, P.O. Box 29, 827 99 Bratislava, or electronically at ars@soi.sk or adr@soi.sk; or (b) another relevant authorised legal entity entered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic (the list of authorised entities is available at <http://www.mhsr.sk/zoznam-subjektovalternativneho-rieseniaspotrebiteľskychsporov/146987s>), with the customer having the right to choose which of these alternative dispute resolution entities to contact. The customer may use the online alternative dispute resolution platform, available at http://ec.europa.eu/consumers/odr/index_en.htm, to submit a proposal for alternative resolution of their consumer dispute. More information on alternative resolution of consumer disputes can be found on the website of the Slovak Trade Inspection Authority: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebiteľskychsporov.soi>.

7. Personal Data Protection, Privacy

7.1 Information relating to the protection of personal data is set out in the Personal Data Protection document of Ekostavby, s.r.o., published on the website <https://tartuf.sk/sk>.

8. General Information

8.1 The information provided to the customer in the booking confirmation is binding on the client and the participants in the stay. The client is obliged to properly check all data in the booking confirmation and, in the event of any ambiguity, questions or discrepancies, to contact the operator without delay to resolve the situation.

8.2 The operation of individual accommodation facilities depends on the operator's decisions, and information on current product and service offers, any restrictions on the operation of the accommodation facility, additional services (dining, wellness), as well as other services provided by the operator at the accommodation facility, and information on any operational restrictions, is available daily on the accommodation facility's website (<https://tartuf.sk>).

8.3 The operator reserves the right to grant a discount on the price of accommodation services for children under 5.99 years of age, namely a 100% discount on the price of accommodation services, without entitlement to a bed or extra bed, for children from 0 years up to the day preceding the day they turn 5.99 years old. The operator reserves the right to change the age category, as well as the amount of the discount granted, due to age.

9. Final Provisions

9.1 These Terms, as well as all legal relationships arising on their basis and when making a booking under these Terms, are governed by the laws of the Slovak Republic. All legal relationships not governed by these Terms are governed by the generally binding legal regulations in force in the Slovak Republic.

9.2 Any dispute arising from these Terms or the legal relationships arising on their basis, including a dispute concerning the interpretation of these Terms, shall, if the parties to the legal relationship fail to reach an amicable settlement, fall within the jurisdiction of the Slovak courts.

9.3 If any provision of these Terms is or becomes invalid, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability shall not affect the validity and effectiveness of the remaining provisions of these Terms.

9.4 These Terms take effect on 1 July 2026 and fully replace the Terms dated 28 January 2025 (respectively 18 February 2025).

9.5 The client may submit a suggestion or complaint in the following ways: by e-mail, to tartuf@tartuf.sk, stating all information and facts relevant to the suggestion/complaint; in writing, by completing a specific form directly at the hotel reception; or in writing, by addressing the document to the company's registered office address.

9.6 These Terms govern the rights and obligations relating to the booking of accommodation and related services at the accommodation facility operated by Ekostavby, s.r.o. Where the terms and conditions relating to individual services provided by Ekostavby, s.r.o. (hereinafter "special terms and conditions") contain provisions that differ from these Terms, the provisions of the special terms and conditions shall prevail and take precedence over the provisions of these Terms. In matters not governed by special terms and conditions, the provisions of these Terms shall apply.

Provider: Ekostavby, s.r.o.

Registered office: Chrenovská 14, 949 01 Nitra, Slovak Republic

Phone: +421 907 870 543

E-mail: tartuf@tartuf.sk

In Beladice, on 1 July 2026

Supervisory authority: Central Inspectorate of the Slovak Trade Inspection Authority, P. O. BOX 29, Bajkalská 21/A, 827 99 Bratislava; SOI Inspectorate with registered office in Nitra for the Nitra Region, Staničná 1567/9, 949 01 Nitra.