

Reservation of Accommodation and Related Services

1. Introductory Provisions

1.1 These General Business Terms and Conditions (hereinafter referred to as "GTC") issued by the company Ekostavby, s.r.o., with its registered office at Chrenovská 14, 949 01 Nitra, ID No.: 31697348, VAT No.: SK2020509359, registered under §4, registration date 15.09.1998, in the Commercial Register of the District Court Nitra (hereinafter referred to as "Ekostavby, s.r.o." or "Operator"), apply to the reservation of accommodation and related services (hereinafter referred to as "services" or "scope of services") provided by Ekostavby, s.r.o. in its operated hotel facility, Park Hotel Tartuf (hereinafter referred to as "hotel"). These GTC apply to reservations of accommodation and related services made through the online reservation system available on the hotel's website and subpages; as well as reservations made via email, telephone, and in person. They also establish payment and cancellation conditions, as well as all other rights and obligations arising from the legal relationship created by the reservation.

1.2 The client has the option to reserve services provided in the hotel operated by Ekostavby, s.r.o. in several ways:

- Through the online reservation system available on the hotel's website <https://tartuf.sk/sk>, or on the subpages of individual hotels,
- Via email,
- Via telephone contact,
- Via personal contact.

1.3 By making a reservation and subsequently confirming the reserved services, the client declares that they have read, understood, and agreed to these GTC. Ekostavby, s.r.o. is entitled to unilaterally amend these GTC, but such changes will only be effective for clients from the date of publication of the updated GTC. For reservations made before the change of GTC (if such a change occurs), the version of the GTC valid and effective at the time of the reservation will apply. The reservation becomes binding after confirmation by both parties and subsequent payment of the full amount or a specified part of the price for the reserved scope of services.

1.4 In the case of a binding reservation made through the online reservation system, Ekostavby, s.r.o. is obliged to deliver the currently valid GTC to the client on a durable medium, typically by sending it to the email address provided by the client. For other methods of reservation, the currently valid GTC can be sent to the client's email address upon request. The valid and effective GTC are publicly available on the website of Ekostavby, s.r.o. - <https://tartuf.sk/sk>.

1.5 These GTC regulate procedures, rights, and obligations for reservations defined as individual reservations. An individual reservation is considered to be any reservation where the subject is the request and booking of accommodation services by one client for a maximum of 5 rooms. All other reservations, where the subject is a request for more than 5 rooms, are considered by the provider as group reservations.

1.6 Group reservations are subject to special business terms agreed upon individually.

2. Reservation

2.1 Reservation through the online reservation system on the company's website

2.1.1 When making a reservation through the online reservation system on the website (hereinafter referred to as "online reservation"), the client has the option to create a reservation at Park Hotel Tartuf according to their requirements and preferences. To successfully complete the online reservation and send the request to the hotel reception, it is necessary to enter all required data into the reservation system, such as the accommodation facility, arrival date, departure date, room type, number of rooms, number of persons, age of persons, etc. After filling in the necessary data, the client will see the prices for the selected scope of services directly in the reservation system. The stated prices are valid at the time of reservation.

2.1.2 If the system does not allow the client to view the hotel's available capacities or prices for the selected scope of services, or if immediate reservation with subsequent payment is not possible, the client's request will be sent to the hotel reception as a non-binding request. Subsequently, the reception/reservation department will verify the request and contact the client via email. For this type of reservation, the procedure outlined in section 2.3.1 of these GTC will be followed.

2.1.3 For online reservations, the customer will pay the price of the reserved services via online payment (card payment, internet banking). Ekostavby, s.r.o. reserves the right to expand or limit individual online payment methods for reservations, in relation to specific dates. The customer is informed about the available online payment options directly on the website through which the online reservation is made, after filling in all required data, before payment of the reserved services and confirmation of the order with the obligation to pay.

2.1.4 After a successful online reservation, the client will immediately receive an informational email to the provided email address, summarizing the reserved services and the valid GTC. This email serves as information about the reservation for both the client and the hotel. Subsequently, after the reservation is processed and accepted by the hotel, and after successful payment and crediting of funds to the account of Ekostavby, s.r.o., a confirmation email will be sent to the client's email address, based on which Ekostavby, s.r.o. guarantees the provision of services in the requested period,

scope, and price as stated in the reservation. The confirmation email includes, in addition to the confirmation and summary of the order, the reservation number.

2.1.5 By sending the confirmation email from the contact account of Ekostavby, s.r.o. and delivering the confirmation email to the client's email address, a binding contractual relationship is established between Ekostavby, s.r.o. and the client. The establishment of the contractual relationship imposes valid rights and obligations on both contractual parties, with the client being subject to the valid cancellation conditions, which are part of these GTC.

2.2 The reservation number assigned to the respective reservation and provided to the client serves as a contact detail for any further actions related to the reservation by the client. The client is obliged to securely store the reservation number and have it available if needed.

2.3 Other Reservations

2.3.1 Reservation via email (hereinafter referred to as "email reservation")

2.3.1.1 When making an email reservation, the client has the option to contact the hotel at the email addresses published on the website of Ekostavby, s.r.o. and the hotel's subpages, to check the hotel's availability in the specified period and obtain a price quote for the selected scope of services.

2.3.1.2 In the email, the client is required to specify the basic requirements for the services (number of persons and age of children, number of rooms, room type, period – arrival date and departure date, client's name and surname, and any additional requirements). After receiving the email request from the client, the reception/reservation department of the hotel will respond to the client's request and send a price quote for the selected scope of services. If the reception/reservation department does not have all the necessary information, the client will be asked to provide additional details to ensure a correct and complete price calculation for the requested services. The price quote can also be sent to another email address specified by the client in the email request. If the client does not specify another email address, the price quote will be sent exclusively to the email address from which the request was received. A reservation made in this way by the client is considered a non-binding reservation (see section 2.4 of these GTC).

2.3.1.3 The validity of the price quote prepared based on the client's email request is set for 24 hours from its sending to the client's email address. This price quote is considered (as well as the reservation) non-binding until the price quote is accepted and confirmed by both the hotel and the client. It is also necessary for the client to pay the full amount or a specified part of the price for the reserved services based on the issued and delivered invoice, within the payment deadline. If the hotel does not receive confirmation of the

reservation from the client within 24 hours of sending the price quote, this price quote is no longer valid. The non-binding reservation will be canceled without the client's right to the scope of services or the hotel's right to cancellation fees.

2.3.1.4 If the client agrees with the price quote and responds in writing within 24 hours of receiving the price quote with acceptance of the price quote, the reservation is considered a binding order. Subsequently, the hotel will send the client an informational email summarizing the reserved services, the invoice, and the valid GTC applicable to the scope of reserved services. The client is obliged to pay the amount for the ordered services, as specified in the invoice, within the payment deadline. The hotel guarantees the provision of services in the scope of the reservation only after the invoice is paid and the funds are credited to the account of Ekostavby, s.r.o.

2.3.1.5 After successful payment of the invoice within the payment deadline and crediting of funds to the account of Ekostavby, s.r.o. specified in the invoice, a confirmation email will be sent to the client, making the reservation binding. By sending the confirmation email from the contact account of Ekostavby, s.r.o. and delivering the confirmation email to the client's email address, a binding contractual relationship is established between Ekostavby, s.r.o. and the client. The establishment of the contractual relationship imposes valid rights and obligations on both contractual parties, with the client being subject to the valid cancellation conditions, which are part of these GTC. Ekostavby, s.r.o. guarantees the client the provision of services in the requested period, scope, and price as stated in the reservation. The confirmation email includes, in addition to the confirmation and summary of the order, the reservation number.

2.3.1.6 The reservation number serves as a contact detail for any further actions related to the reservation by the client, including claiming the reservation upon arrival at the hotel. The client is obliged to securely store the reservation number and have it available if needed.

2.3.1.7 In case of non-payment of the price correctly and on time (in the correct amount with the correct variable symbol and within the payment deadline), the reservation is canceled by the operator, and the client's right to the reservation expires. The client will be notified of the cancellation by email, and the client has no right to any financial or non-financial compensation or damages.

2.3.2 Reservation via telephone (hereinafter referred to as "telephone reservation")

2.3.2.1 For telephone reservations, the client contacts the hotel by phone at the telephone numbers listed on the website of Ekostavby, s.r.o. and the individual subpages of the hotel, to obtain a price quote for the selected services and to reserve the selected services.

2.3.2.2 The telephone conversation may be recorded for the purposes of monitoring and improving the services provided by the operator.

2.3.2.3 The procedure for telephone reservations is governed by the provisions of sections 2.3.1.2 to 2.3.1.7 of these GTC.

2.3.2.4 If the client does not have an email address, the hotel will agree with the client on the method of communication and delivery of documents individually.

2.4 General Provisions for Reservations

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

2.4.2 The contractual relationship between the operator and the client is established at the moment the client receives the reservation confirmation from the operator, either by email in the form of a confirmation email or, in individual cases, in paper form via a confirmation document.

2.4.3 Until the reservation confirmation is delivered to the client, the reservation is not binding for either party (neither the client nor the operator). The reservation becomes binding only upon crediting of funds to the operator's bank account according to section 2.4.5 of these GTC and delivery of the confirmation email or confirmation document.

2.4.4 If the client does not receive the email or document confirming the reservation within 72 hours of payment for the reserved services, it is recommended that the client contact the reception/reservation department of the operator by phone or email.

2.4.5 The date of payment for the reserved services is considered the date of crediting of funds, in the amount of the invoiced price for the services, to the bank account of Ekostavby, s.r.o. The client is obliged to pay the funds in the amount specified in the invoice and exclusively to the account specified in the invoice.

2.4.6 For reservations made within 7 days or less before the arrival date, it is possible to make a reservation of services exclusively if the capacity and operational capabilities of the hotel allow it. Ekostavby, s.r.o. reserves the right to shorten the payment deadline for the services selected by the client, of which the client will be informed in advance. The valid payment deadline is also stated on the invoice for the ordered services.

2.4.7 The client is obliged to specify the exact number of persons who will participate in the reserved stay when making the reservation. For children under 18 years of age, their age must also be specified. The decisive moment for determining the age of children under 18 is the day of arrival for the stay. If the client making the reservation is not a participant in the stay, they are obliged to specify the name and surname of an adult

person, email address, and telephone number, in whose favor the reservation will be made.

2.4.8 Ekostavby, s.r.o. guarantees the client, after confirmation of the reservation, the type of room specified in the reservation confirmation. In case of operational or capacity needs or obstacles, the hotel reserves the right to provide the client, and thus the participants of the stay, with services in a room of the same or comparable standard, without the obligation of the client to pay a supplement for the accommodation services.

2.4.9 In case of a client's request for a specific room in the hotel (e.g., specific room number, view, floor, orientation to the cardinal direction, etc.) within the same room type as the subject of the reservation, the hotel will comply with the client's request, but only if the capacity, accommodation, and operational capabilities of the hotel in the requested period and scope allow it.

2.4.10 The client acknowledges that in case they order a stay or service at a price published by mistake, due to an error in the internal information system, Ekostavby, s.r.o. is entitled to withdraw from the contract, even after the customer has received the confirmation email of the reservation. Ekostavby, s.r.o. will inform the customer of the occurred fact in such a case. Examples of when a price may be published incorrectly include:

- The price of the stay/service is obviously incorrect at first glance,
- One or more digits are missing or extra in the price of the stay/service,
- The discount for the stay/service exceeds more than 50%, without the stay/service being part of a special marketing campaign/action marked with a special symbol.

3. Payment Terms – General Provisions

3.1 The price for the reserved services must be paid by the client, in the amount according to the operator's request and invoicing, with a deposit of up to 100% of the price for the reserved services.

3.2 The form of payment depends on the method of reservation chosen by the client. Ekostavby, s.r.o. reserves the right to expand or limit individual payment methods for reservations in relation to individual reservation methods, specific dates, or hotels. The client is informed about the possible forms of payment when making the reservation.

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

3.4 The stated price for the reserved 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 determined based on generally binding regulations, differing by local jurisdiction, and the amount of the local fee is not influenced by the service provider.

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

3.6 The billing of services (tax document) is issued to the customer on the day of departure directly at the hotel reception. In case the customer wishes to receive the tax document in the form of an invoice issued in favor of a legal entity or a self-employed person and makes the reservation online, they are obliged to request this from the operator before making the payment for the stay, i.e., before paying the reservation with a payment card (if choosing payment by card), or before submitting the bank payment order for payment (if choosing payment by bank transfer). When making the online reservation, the customer must state this request in the "notes" section of the online reservation system, where they must provide accurate and correct billing details of the legal entity (business name, registered office, ID No., VAT No., VAT ID, registration in the commercial register, bank details) or self-employed person (business name, place of business, ID No., VAT No., VAT ID, registration in the trade or other register, bank details) to the operator. Changing the billing details after the customer has made the payment by card or submitted the bank payment order for payment is no longer possible! In case of offline reservation, this request and correct billing details must be provided directly when making the reservation.

4. Change of Reservation, No-Show, Early Departure, Cancellation of Reservation, and Cancellation Conditions

4.1 Changes to Reservation

4.1.1 Any changes to a binding reservation can only be accepted if the operational and/or capacity capabilities of the hotel allow it. The client has no legal right to changes to the reservation after confirmation. If the client requests changes to the reservation, it is necessary to provide the reservation number received in the reservation confirmation.

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

4.1.3 The operator reserves the right to individually assess the client's request to change the date of the reserved services, exclusively under the conditions set by the operator, of which the operator informs the client. In case of a change in the date of a confirmed reservation, the conditions set by the operator (especially cancellation conditions) take precedence over the provisions of these GTC, of which the operator informs the client before confirming the change of the reserved services.

4.1.4 The operator reserves the right to individually assess and determine the legitimacy of the client's request to change a confirmed reservation for serious reasons on the part

of the client or the person who is to be a participant in the stay (e.g., injury, serious illness, death, etc.), for which the client is obliged to prove the existence and duration of the serious reasons to the operator (e.g., confirmation of hospitalization, medical report, death certificate, etc.). The client has no legal right to any change or financial or non-financial compensation in these cases.

4.2 No-Show, Non-Use of Reserved Services in Full

4.2.1 In case of non-use of the reserved services for any reason on the part of the client or the person who is to be a participant in the stay, or without stating reasons (no-show), the client has no right to any financial or non-financial compensation, substitute performance, or damages. This section also applies to cases where the client voluntarily ends their stay earlier than the originally planned end date of the stay.

4.3 Cancellation of Reservation, Cancellation Conditions

4.3.1 At the moment of concluding the distance contract for the provision of services, the client is not entitled to withdraw from the contract for the provision of services under § 7 para. 6 letter k) of Act No. 102/2014 Coll. on consumer protection in the sale or provision of services based on a distance contract or a contract concluded outside the business premises of the seller and on amendments and supplements to certain laws as amended.

4.3.2 The operator allows the customer to cancel a confirmed reservation (from the moment of establishing the contractual relationship according to section 2.4.2 of these GTC) for any reason or without stating a reason, in writing to the address of the operator's registered office specified in section 1.1 of these GTC, or electronically by email, by sending a cancellation notice to the email address specified in the reservation confirmation, stating the reservation number.

4.3.3 In case of cancellation of the reservation according to section 4.3.2 of these GTC, the operator has the right to charge a cancellation fee from the moment of cancellation of the reservation by the client. The operator applies cancellation conditions depending on the type of reserved stay, as well as the period remaining until the arrival date, in which the cancellation occurred. The currently valid cancellation fees are accessible and published on the website of Ekostavby, s.r.o., at www.tartuf.sk.

4.4 Change or Cancellation of Reservation by the Operator

4.4.1 The operator reserves the right to cancel an individual or group reservation in justified cases, such as operational reasons, force majeure, or a change of the hotel operator. The client will be promptly informed of the cancellation via email or phone using the contact details provided at the time of reservation.

4.4.2 In the event of a cancellation by the operator, the client will receive a full refund of the amount paid for the reserved services, using the same payment method as originally used, within 14 days of the cancellation notification.

4.4.3 The operator shall not be held liable for any damages or additional costs incurred by the client as a result of the reservation cancellation, except for the obligation to refund the paid amount.

4.4.4 In the case of a change in the hotel operator, the new operator reserves the right to confirm or cancel existing reservations. Clients will be promptly informed of any cancellation, and any amounts paid 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 reserved for promotional stays is limited.

5.2 The operator is entitled to provide clients with so-called promo codes, either addressed or unaddressed, entitling clients to use special promotions and discounts. If the client wishes to use a promo code, they must enter the promo code in the designated field during the online reservation, which entitles them to use the operator's special promotion, where they will also be informed about the validity period and conditions of using the promo code. Unless the specific conditions of the promo code state otherwise, the promo code can only be used for online reservations with online payment. The operator reserves the right to change or cancel the promo code or the conditions of its use or validity period even during its validity period.

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

5.4 In case of special offers, which may be referred to as so-called 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 such an offer are individual, depending on the specific offer, and thus adapted to the specific offer. In such a case, 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 applicable to the specific flexible offer or promotion directly in the specification of the specific promotion. The client must be demonstrably and previously informed of these facts.

5.5 In case of flexible offers, it is possible to establish special cancellation conditions applicable to the specific offer, which may regulate not only the payment deadlines for the reserved services but also the deadline and amount of cancellation fees in relation to the cancellation of the reservation relative to the arrival date. Ekostavby, s.r.o. is obliged

to publish the specific conditions and cancellation fees applicable to the specified flexible offer directly in the offer.

5.6 In case the client purchases a stay at Park Hotel Tartuf through another, partner website and makes a reservation through the (online) reservation form/system belonging to the partner website, a contractual relationship is established between the client and the mentioned partner company. Therefore, the rights and obligations as well as the GTC of the company that sold the stay and scope of services to the client apply to the purchase and reservation of the stay and services.

6. Complaints Regarding the Reservation Process

6.1 The complaint procedure applies exclusively to the assertion of claims for defects in the services provided by the operator from the moment the client starts the reservation process until the moment the client arrives 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. Civil Code as amended, in conjunction with the relevant provisions of the current Consumer Protection Act, Act No. 108/2024 Coll.

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

6.4 The client is obliged to assert claims for defects in the services (complaint) without undue delay after discovering the reasons for the complaint, but no later than the following calendar day, otherwise the right to complain expires. The client has the option to assert claims for defects in the services (complaint) electronically via email sent to tartuf@tartuf.sk or in writing to the registered office of Ekostavby, s.r.o. within the period specified in these GTC. In case of a written complaint, the period is considered preserved if the written complaint is delivered to Ekostavby, s.r.o. on the first working day following the day the client's right to assert the complaint arose. The client also has the option to file a complaint directly at the hotel reception, and if it is possible to resolve the complaint immediately, the hotel may, after consultation with the client, handle the complaint promptly. In case the client or a participant in the stay has the right to assert claims for defects in the services during the stay at the hotel, the client or participant in the stay is obliged to assert this claim no later than the end of the stay (on the day of departure) directly at the reception of the respective hotel, otherwise the right to complain expires.

6.5 The client is obliged to state the reservation number when filing a complaint. Ekostavby, s.r.o. is entitled to request the reservation confirmation from the client. Ekostavby, s.r.o. will decide on the method of handling the complaint immediately after examining the filed complaint, in more complex cases within 3 working days. The period for handling the complaint will not exceed 30 days from the date of its filing. For the

purpose of handling the complaint, the client is obliged to provide contact details through which they will be informed about the method of handling the complaint in case it is not possible to handle the complaint immediately after its filing. The client is obliged to provide Ekostavby, s.r.o. with the necessary cooperation required for the proper handling of the complaint.

6.6 In case Ekostavby, s.r.o. recognizes the legitimacy of the client's complaint, it will provide the client with substitute performance (the possibility of accommodation in another room of the same or higher standard) in the same or a substitute period. In case the client does not agree with the provision of substitute performance or if the operational and/or capacity capabilities of Ekostavby, s.r.o. do not allow handling the legitimate complaint in the manner specified in the previous sentence, the client will be refunded the paid price for the reserved services, or a discount from the price paid by the client for the reserved services in the amount determined by Ekostavby, s.r.o.

6.7 Ekostavby, s.r.o. reserves the right to individually assess each case of service complaints and assess the legitimacy of the complaint and the client's requests.

6.8 Ekostavby, s.r.o. is not responsible for the non-provision of services and/or non-use of services by the client, or the inability of the client to use the reserved and paid services in full due to force majeure. Force majeure is considered a situation due to which it is not possible to fulfill the obligations arising from the legal relationship (e.g., natural disasters, permanent energy shortage, armed conflicts, war or state of emergency, war).

6.9 In case the client - a consumer, a natural person who does not act within the scope of their business activity, employment, or profession when concluding and fulfilling the consumer contract, is not satisfied with the way the operator as the seller handled their complaint or believes that the operator violated their rights, the client has the right to contact the operator as the seller with a request for redress. If the operator responds to the client's request according to the previous sentence negatively or does not respond to such a request within 30 days from the date of its sending by the client, the client has the right to submit a proposal to initiate alternative dispute resolution to the subject of alternative dispute resolution according to § 12 of Act No. 391/2015 Coll. on alternative resolution of consumer disputes and on amendments and supplements to certain laws. The relevant subject for alternative resolution of consumer disputes with the operator as the seller is a) the Slovak Trade Inspection, which can be contacted for this purpose at the address Ústredný inšpektorát SOI, Odbor medzinárodných vzťahov a ARS, Bajkalská 21/A, poštový priečinok 29, 827 99 Bratislava or electronically at ars@soi.sk or adr@soi.sk or b) another relevant authorized legal entity registered in the list of subjects of alternative dispute resolution maintained by the Ministry of Economy of the Slovak Republic (the list of authorized subjects is available at <http://www.mhsr.sk/zoznam-subjektovalternativneho-riesenia-spotrebitelskychsporov/146987s>), with the client having the right to choose which of the mentioned subjects of alternative dispute

resolution to contact. The client can use the online platform for alternative dispute resolution to submit a proposal for alternative resolution of their consumer dispute, which is available at http://ec.europa.eu/consumers/odr/index_en.htm. More information on alternative resolution of consumer disputes can be found on the website of the Slovak Trade Inspection: <http://www.soi.sk/sk/Alternativne-riesenie-spotrebitelskychsporov.soi>.

7. Personal Data Protection, Privacy Protection

7.1 Information regarding personal data protection is provided in the Privacy Policy and Personal Data Processing Policy of Ekostavby, s.r.o. and is published on the website <https://tartuf.sk/sk>.

8. General Information

8.1 Information provided to the client in the reservation confirmation is binding for the client and the participants of the stay. The client is obliged to carefully check all data in the reservation confirmation and in case of any ambiguities, questions, or discrepancies, immediately contact the operator to resolve the situation.

8.2 The operation of individual accommodation facilities depends on the decision of the operator, and information on current product and service offers, possible restrictions in the operation of the accommodation facility, additional services (catering, wellness), as well as other services provided by the operator at the accommodation facility, as well as information on possible restrictions in operation, are available daily on the website of the accommodation facility (<https://tartuf.sk>).

8.3 The operator reserves the right to provide a discount on the price of accommodation services for children under 5.99 years of age, for children from 0 to the day before reaching 5.99 years of age, a 100% discount on the price of accommodation services without the right to a bed or cot. The operator reserves the right to change the age category, as well as the amount of the discount provided by them due to age.

9. Final Provisions

9.1 These GTC, as well as all legal relationships arising from them and when making a reservation according to these GTC, are governed by the legal order of the Slovak Republic. All legal relationships not regulated by these GTC are governed by generally binding legal regulations valid in the territory of the Slovak Republic.

9.2 Any dispute arising from these GTC or legal relationships arising from them, including disputes regarding the interpretation of these GTC, in case an amicable resolution of the dispute is not reached between the participants of the legal relationship, will fall under the jurisdiction of Slovak courts.

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

9.4 These GTC become valid and effective on 28.01.2025.

9.5 The client has the option to submit a complaint or grievance in the following ways:

- By email to tartuf@tartuf.sk, where it is necessary to provide all necessary information and facts related to the subject of the complaint/grievance,
- In writing, by filling out a specific form directly at the hotel reception,
- In writing, by addressing the written submission to the registered office of the company.

9.6 These GTC regulate the rights and obligations when reserving accommodation and related services in the accommodation facility operated by Ekostavby, s.r.o. If the provisions of the business terms regarding individual services provided by Ekostavby, s.r.o. (hereinafter referred to as "special business terms") contain a different regulation than these business terms, the provisions of the special business terms are decisive, and the provisions of the special business terms take precedence over the provisions of these GTC. In matters not regulated by the special business terms, the provisions of these GTC apply.

Provider:

Ekostavby, s.r.o.

Registered Office: Chrenovská 14, 949 01 Nitra

Tel: 0907 870 543

E-mail: tartuf@tartuf.sk

In Beladice, 18.02.2025

Supervisory Authority: Central Inspectorate of the Slovak Trade Inspection, P.O. BOX 29, Bajkalská 21/A, 827 99 Bratislava

Inspectorate of SOI with its registered office in Nitra for the Nitra Region, Staničná 1567/9, 949 01 Nitra