

GENERAL TERMS AND CONDITIONS

I. Introductory Provisions

1. These General Terms and Conditions (hereinafter referred to as the “GTC”) govern the provision of services by VESTAR GROUP a.s., ID No.: 26362686, Tax ID: CZ26362686, with its registered office at Rozvadov 7, 348 06 Rozvadov registered with the Regional Court in Plzeň, Section B, File 1079, email: hotel@kings-resort.com, phone: +420 731 155 825 (hereinafter referred to as the “provider” or “hotel”)

for service customers—whether individuals or legal entities, i.e., guests (hereinafter also referred to as “guests” or “guests staying at the facility”)—at the following locations:

King's Resort Hotel, 7 Rozvadov, Rozvadov
King's Admiral Hotel, 26 Rozvadov, Rozvadov
LaCorte Hotel, 58 Rozvadov, Rozvadov
Orange Hotel, 105 Rozvadov, Rozvadov
Yellow Hotel, Rozvadov No. 43, Rozvadov
NON-STOP Hotel, Rozvadov No. 47, Rozvadov
Olympia Hotel, Rozvadov No. 214, Rozvadov
OMV Hotel, Rozvadov No. 69, Rozvadov

2. These Terms and Conditions apply to all services provided at all of the Provider's accommodation facilities, in particular to:

- accommodation services,
- short-term rental of premises (e.g., for seminars, conventions, presentations, conferences, receptions, and other events),
- food and beverage services (F&B)
- additional services and other services related to the stay.

3. The Provider is entitled to provide its services through third parties. These General Terms and Conditions apply to all contractual relationships between the Provider and the Guest, in particular contracts for accommodation, group reservations, venue rentals, the organization of events, conferences, seminars, and related services. Any General Terms and Conditions of the contractual partner shall not apply, even if the Provider does not expressly

reject them. Any counter-confirmation by the contractual partner referring to its own General Terms and Conditions is hereby rejected.

4. Guest accommodation is provided on the basis of an accommodation agreement entered into pursuant to Section 2326 et seq. of Act No. 89/2012 Coll., the Civil Code, as amended (hereinafter referred to as the “Civil Code”), pursuant to which the hotel provides the guest with temporary accommodation for an agreed period and related services, and the guest undertakes to pay the hotel the agreed price for the accommodation and related services within the time limit specified in the accommodation contract.

5. These General Terms and Conditions are an integral part of the accommodation agreement, unless expressly agreed otherwise.

6. The Accommodation Rules constitute an integral annex to these GTC, and the guest is required to familiarize themselves with them and comply with them.

7. In the event of a conflict between the GTC and an individual contract, the individual contract shall prevail; in the event of a conflict between the GTC and the Accommodation Rules, the provisions of the Accommodation Rules shall prevail.

8. By making a reservation and/or registering with the Provider, the guest confirms that they have read and agree to the General Terms and Conditions.

9. The accommodation agreement is always concluded in writing. To satisfy the requirement for written form, a written or email confirmation of the reservation or guest registration is sufficient.

10. Upon guest registration, the provider is entitled to verify the guest’s identity by requesting a valid identification document and to collect data to the extent required by law, particularly the Act on the Residence of Foreigners, the Act on Local Fees, the Act on the Population Register, and other relevant regulations. In establishments where gambling is conducted, identity verification may also be performed to fulfill obligations under laws governing the operation of gambling.

II. Conclusion of the Contract

1. The pre-contractual agreement includes the ordering of services, the negotiation of their terms and conditions, and the confirmation of the final order by the provider.
2. Orders for services must be made in writing and must clearly state who is placing the order and what it entails (type of services, dates, prices, etc.). Orders must be sent to the provider's relevant department, i.e., the reservations department. In exceptional cases, a reservation may also be made directly at the hotel reception; however, the Provider reserves the right to refuse a reservation or accommodation order submitted in a manner other than the standard procedure described in these GTC.
3. The negotiation of terms constitutes communication between the guest and the Provider and is therefore not considered an offer with an addendum or deviation pursuant to Section 1731 et seq. of the Civil Code.
4. All images used in the Provider's promotional materials are for illustrative purposes only.
5. By signing the order, or by confirming the email, or by sending an automatic email confirmation generated by the relevant online booking system, the Provider expresses its consent to provide the ordered services to the agreed extent, and the contract is concluded at that moment.
6. Upon conclusion of the contract, the provider is obligated to provide the guest with the services specified in the contract, and the guest is obligated to accept these services and pay the provider the agreed-upon price.
7. If the guest or a person authorized by the guest orders additional services, both the provider and the guest are required to proceed in accordance with this section. The provider undertakes to make every effort to provide the requested additional services, but does not guarantee their provision.
8. The Provider is entitled to require the guest to pay a deposit for the provision of services in accordance with these GTC. If the Provider invoices the guest for a deposit, the guest is obligated to pay the deposit by the due date specified on the invoice, in the text of the email, or communicated to the guest by other appropriate means. The obligation to pay the deposit may, upon agreement with the Provider, be replaced by providing credit card information necessary to pre-authorize the card for the estimated price of the ordered services.
9. In the event of failure to meet the conditions for a binding order, including failure to fulfill the obligations under the preceding paragraph, the provider is entitled to unilaterally cancel the order and inform the guest of this fact.
10. The provider reserves the right to refuse to enter into a contract or to provide services to a person who:

- a) is under the influence of alcohol, narcotics, or psychotropic substances,
- b) disrupts public order, the safety of persons, or the operation of the hotel through their behavior,
- c) refuses to prove their identity,
- d) violates legal regulations or the provider's internal rules.

III. Price and Payment Terms

1. The prices charged for the relevant services are based on the provider's price list in effect at the time the services are provided and are listed inclusive of all taxes and fees, unless otherwise specified in these Terms and Conditions. All prices are listed inclusive of the currently applicable statutory VAT rate and apply in each case to the smallest applicable unit (persons, days, portions, glasses, bottles, etc.). The Provider reserves the right to change prices in the event of a VAT increase.
2. The prices of services do not include fees (accommodation, recreational, etc.) collected in the amount specified by a generally binding municipal ordinance.
3. The Provider is entitled to request a deposit for the reserved services upon the conclusion of the contract, up to the amount of the agreed price.
4. If the period between the reservation and the agreed date of contract performance exceeds three months, the Provider is entitled to increase or decrease the agreed price accordingly. In such a case, the price will change proportionally based on the Czech Statistical Office's Consumer Price Index. The basis for calculation is the final value of the index published for the month in which the contract was concluded. The Provider is also entitled to change prices if the guest modifies the reservation, particularly with regard to the number of guests and the length of stay. If the price increase exceeds 10%, the guest has the right to withdraw from the contract without a cancellation fee.
5. Payment to the Provider is due without undue delay upon receipt of the relevant invoice. The Provider is entitled to issue an invoice or a pro forma invoice for services rendered at any time. Invoices are deemed to have been received by the recipient no later than three days after dispatch, unless an earlier date of delivery can be proven.
6. The issuance of a summary invoice does not relieve the guest of the obligation to pay individual invoices on time. A delay in payment, even for a single invoice, entitles the provider to restrict or suspend the provision of further services and to continue providing services only on the condition that the guest pays an advance deposit of up to 100% of the cost of the ordered services.

7. The guest is required to pay for accommodation and all other reserved services on the day of arrival, prior to receiving the room key.
8. Payments may be made in cash, by credit card, or via bank transfer to the provider's account using the payment details provided by the provider to the guest.
9. The guest shall pay for any additional services used immediately; however, no later than upon check-out.
10. In the event of a delay by the guest in paying for services or compensating for damages, the provider is entitled to statutory late payment interest in accordance with applicable laws and regulations, as well as the right to withdraw from the contract.

IV. Cancellation Policy

1. The parties agree that the guest may cancel the contract under the conditions set forth below by emailing or calling the provider's reservations department. Confirmation of the cancellation, including the terms and conditions, will be sent to the email address provided by the guest.

2. In the event of such withdrawal from the contract, the guest is obligated to pay the Provider a cancellation fee, which is determined as follows:

Individual reservations with the option of free cancellation

- If the guest cancels the reservation no later than 21 days before the scheduled arrival (the 21-day period includes the day of arrival), no cancellation fees will be charged. The full amount paid for the accommodation will be refunded to the guest.
- If the guest cancels the reservation after the above-mentioned deadline has passed or fails to arrive for the accommodation without prior cancellation, the cancellation fee is 100% of the price of the booked accommodation.

Withdrawal from the contract must be made in writing by sending an email to: reservation@kings-resort.com.

Group Reservations

- Cancellation fees are specified in the accommodation contract

3. In the event of a guest's delay in paying the cancellation fee, the Provider is entitled to statutory interest on late payments.

4. The hotel is entitled to cancel the reservation if the guest does not present a valid ID upon arrival.

V. Rights and Obligations

1. The guest has the right to use the reserved rooms and their furnishings, as well as the furnishings in the common areas.
2. The guest is responsible for any damage caused in the room and in the hotel during their stay and agrees to pay any costs for repairs, replacements, or special cleaning. The amount of damages will be determined based on the actual and verifiable costs incurred.
3. The guest is required to report any defects or shortcomings during their stay at the hotel so that a remedy can be arranged.
4. The guest is required to pay the costs associated with the use of hotel services, including additional services, no later than on the day of departure, unless otherwise agreed. If the guest fails to settle their obligations, even in part, on the day of departure, the provider will issue an invoice. The guest is required to pay the invoiced amount by the due date specified on the invoice. In the event of a delay in payment of the amount due as stated on the invoice, the provider is entitled to demand, in addition to payment of the debt, a contractual penalty of 0.1% of the amount due from the date of default until the amount due is paid in full. The guest is obligated to pay the contractual penalty within the period specified in the demand for payment of the contractual penalty. Payment of the contractual penalty does not extinguish the provider's right to compensation for damages.
5. The guest may withdraw from the contract based on the cancellation terms or if the hotel has failed to provide the guest with the pre-agreed services corresponding to the hotel's standard.
6. The Provider is entitled to unilaterally terminate the provision of services and immediately terminate the guest's stay without any entitlement to a refund of the price or any portion thereof if the guest:
 - seriously violates these General Terms and Conditions or the House Rules,
 - repeatedly disturbs the peace,
 - endangers the safety of persons or property,
 - violates the smoking ban,
 - unauthorizedly allows third parties to enter,
 - violates the rules governing the operation of gambling areas.

7. Check-in time at the hotel (hereinafter “check-in”) is from 4:00 p.m. on the day of arrival. Early check-in is possible only upon agreement with the hotel and under the following conditions:

- check-in before 12:00 p.m. is subject to an additional fee of 50% of the accommodation price according to the price list for the previous night;
- Check-in before 7:00 AM is subject to an additional fee of 100% of the accommodation price according to the price list for the previous night.

8. Check-out time is by 1:00 PM on the day of departure. Late check-out is possible upon agreement with the hotel and under the following conditions:

- Check-out by 6:00 PM is subject to an additional fee of 50% of the accommodation price for that night;
- Check-in after 6:00 PM is subject to an additional fee of 100% of the accommodation price for that night.

9. Room reservations are guaranteed until 8:00 p.m. on the day of arrival, unless otherwise specified. If a guest expects to arrive later, they are required to notify the provider in advance. In such a case, the provider guarantees the reservation until the arrival time notified by the guest. Notification of a late arrival can be made by phone at +420 374 616 050 or via email at hotel@kings-resort.com or reservation@kings-resort.com.

10. If the guest fails to notify the provider of a late arrival in accordance with the preceding paragraph, the provider is entitled to automatically cancel the reservation after 8:00 PM. This provision in no way limits the provider’s right to charge cancellation fees in accordance with the established cancellation terms.

11. If a guest arrives at the accommodation after 8:00 PM, they agree to pay the provider a fee equal to 100% of the first night of the booked stay, unless otherwise stated in these Terms and Conditions.

12. The entire hotel is non-smoking. Violation of this regulation and smoking in the room or on the hotel premises entitles the provider to charge the guest a fine of EUR 500 (in words: five hundred euros), which represents a lump-sum reimbursement for the costs of extraordinary cleaning, room downtime, and related administrative costs. Smoking is permitted only in the designated area in front of the hotel. Payment of the fine does not relieve the guest who violated the smoking ban of the obligation to compensate for any further damages (e.g., penalties imposed by regulatory authorities due to violations of health protection laws).

13. Quiet hours are in effect between 10:00 PM and 6:00 AM. Behavior that disturbs other guests during quiet hours is strictly prohibited (including playing loud music or television, shouting in rooms or hallways, and other disruptive behavior). For each serious violation of this rule, the hotel may require the guest to pay a contractual penalty of 400 EUR (in words: four hundred euros) or, if necessary, call the police.

14. Pets are prohibited, with the sole exception of certified service dogs, i.e., guide dogs for the blind and dogs specially trained to assist persons with disabilities. In such cases, the dog must be wearing a vest or harness indicating that it is a guide or service dog, and the guest is required, upon request by staff, to present a dog ID card issued by a training center containing information about the dog and the organization, as well as proof of the dog's training.

15. Persons under the age of 18 are not permitted to enter the premises of the King's Resort and the King's Hotel Admiral, even when accompanied by a person over the age of 18, due to the operation of gambling activities pursuant to Act No. 186/2016 Coll., on Gambling in Premises.

16. The provider is entitled, for operational, safety, technical, or organizational reasons, to relocate a guest to another room or another accommodation facility operated by the provider, provided that a comparable standard of accommodation is maintained, if this is possible given the occupancy of the rooms.

17. The prohibition on entry set forth in the preceding paragraph also applies to the wellness center and fitness center.

18. It is strictly prohibited to bring into, possess, or store the following in any indoor or outdoor areas of the hotel:

- any weapons or ammunition, even if the possessor holds the appropriate firearms license. The prohibition also applies to cutting, stabbing, or striking weapons, as well as their mock-ups and replicas; explosives, pyrotechnics, flammable substances, corrosive substances, poisons, radioactive materials, or any other chemical substances that may endanger the health or lives of persons or the hotel's property;
- narcotic and psychotropic substances and poisons.

19. In the event of a violation of the prohibition on bringing in weapons, ammunition, drugs, or other dangerous substances listed in these GTC, the hotel is entitled to charge the guest a contractual penalty of EUR 500 for each individual violation of this prohibition. The Provider is entitled, upon reasonable suspicion of a violation of the prohibition, to call the Czech Police, a security service, or take other necessary measures to protect persons and property.

20. The guest is obligated to store items of higher value and cash in a safe or another suitable place designated for that purpose. The Provider shall not be liable for the loss or

damage of high-value items or cash that the Guest has not stored in a safe or another suitable place designated for that purpose.

21. The hotel shall not be liable for any failure to perform or delay in performing its obligations under these General Terms and Conditions due to force majeure. Force majeure refers to circumstances arising independently of the provider's will that could not reasonably have been foreseen, averted, or overcome, in particular natural disasters, fires, floods, epidemics, pandemics, wars, terrorist attacks, civil unrest, power outages, cyberattacks, interventions by public authorities, strikes, technical infrastructure failures, or other extraordinary events of a similar nature.

VI. Reclamations

1. Complaints must be filed without undue delay, preferably during your stay. Any complaints or suggestions for improving the hotel's operations are accepted at any time at the hotel reception desk and/or by hotel management. Complaints may be submitted verbally or in writing and will be forwarded to the responsible hotel employee, who will strive to resolve the issue and remedy the situation promptly.
2. The complaint will be resolved within 30 days of its receipt in accordance with paragraph 1.
3. In the event of a valid complaint regarding services, the provider will rectify the situation and provide the services as per the reservation. If it is not possible to rectify the situation at that moment, the provider will provide adequate substitute performance or compensation for the reserved services.

VII. Consumer Protection

1. The Provider complies with the legal system of the Czech Republic regarding consumer protection, in particular the Civil Code.
2. The consumer has the option to resolve disputes arising from contracts concluded with the Provider through the out-of-court consumer dispute resolution body, which is the Czech Trade Inspection Authority (www.coi.cz), with its registered office at Gorazdova 1969/24, Prague 2, Postal Code 120 00.
3. The provider's business activities include hospitality services, accommodation services, and real estate management and maintenance.

4. The costs of means of distance communication are determined by the entities providing these services and should not differ from their standard rates.
5. In accordance with Section 1837(j) of the Civil Code, the consumer may not withdraw from the contract if the provider fulfills its obligations within the specified time limit, unless these GTC state otherwise.
6. Communication with the provider will be conducted in the Czech language.

VIII. Processing of Personal Data

1. The guest acknowledges that, within the legal relationship between the provider and the guest, the provider processes the guest's personal data, in particular for the purpose of fulfilling the contract (i.e., providing accommodation and other services), complying with legal obligations, or sending offers, bonuses, and other marketing communications. Detailed information regarding the processing of the guest's personal data is provided in the document "Information on the Processing of Personal Data," which is available at the front desk and on the website www.kingsresort.cz.

IX. Final Regulations

1. The contractual relationship between the guest and the provider is governed by the laws of the Czech Republic. This does not affect the guest's rights under generally applicable laws.
2. Should any provision of these GTC be or become wholly or partially invalid, the validity of the remaining provisions shall remain unaffected. The statutory provisions shall apply in place of such invalid provisions.
3. In the event of a discrepancy between language versions, the Czech version shall prevail.
4. The Provider reserves the right to amend these GTC. The new version of the GTC shall take effect on the date of publication and shall not apply to contracts already concluded.
5. These GTC shall enter into force and become effective on June 15, 2026

These regulations are issued in the Czech language. In the event of any ambiguity or discrepancy in the English translation, the Czech version shall prevail.