

## TERMS AND CONDITIONS

Terms and Conditions for online reservations at [www.mamaisonsulekova.com](http://www.mamaisonsulekova.com)

### Introductory provisions

These Terms and Conditions lay down the conditions under which CPI Hotels Slovakia s.r.o., Org. ID 48 094 790 sells accommodation and related services to interested persons (“buyers”) through the website [www.mamaisonsulekova.com](http://www.mamaisonsulekova.com)

### Ordering packages and concluding a purchase agreement

Accommodation packages or individual stays may be ordered online at [www.mamaisonsulekova.com](http://www.mamaisonsulekova.com). A buyer orders a selected package on specific dates by completing a reservation and sending in the form.

The buyer and seller conclude a purchase agreement once a reservation is placed and then accepted.

### Processing of personal data

The buyer is required to provide their personal data when completing the order form. The seller commits to only use such personal data provided by the buyer with its consent for the purposes of delivering Mamaison Residence Šulekova services; personal data will not be provided to any third party unless directly related to completing an order. More information concerning the handling of personal data is available at <https://www.mamaisonsulekova.com/imprint/>

### Purchase price and payment terms

The purchase price is subject to VAT and is listed for the individual service selected and confirmed automatically when a reservation is completed. Prices are valid at the time an order is placed.

### Using services ordered using the form

The buyer commits to use the purchased services at the agreed time. Mamaison Residence Šulekova must be contacted in writing to cancel your stay.

### **Withdrawal from contract**

Withdrawal from contract before the start of a stay or the use of specific services (or cancelling a stay and services) is subject to a cancellation fee based on the specifications provided in the description of each reservation.

### **Claims**

The buyer must apply any claims before the end of their stay at Mamaison Residence Šulekova. The customer must describe the defects they experienced in a service within their claim. Claims will be resolved without any undue delay, and within 30 days from the date of its application.

### **Seller's contact details**

The seller's mailing address is:

CPI Hotels Slovakia s.r.o.

Šulekova 1172/20

811 06 Bratislava

### **Final provisions**

These Terms and Conditions apply to every purchase agreement concluded by the buyer and seller via the website [www.mamaisonsulekova.com](http://www.mamaisonsulekova.com). The seller reserves the right to amend these Terms and Conditions. Concluded purchase agreements are not subject to any such amendment of the Terms and Conditions.