

GENERAL TERMS AND CONDITIONS

- Name of the facility: **Hotel Mousson******
- Address: **T. J. Moussona 1, 071 01 Michalovce**
- Company ID: 36 576 450
- Tax ID: 2021788219
- VAT ID: SK2021788219
- Responsible person: Ing. Marián Hrivňák
- Telephone contact: +421 918 185 185
- Founder: OCEAN TOUR s.r.o., T. J. Moussona 1, 071 01 Michalovce
- Commercial Register of the District Court Košice I, Section: Sro, Insert No.: 14589/V

Dear guest!

We are glad that you have decided to use the services of Hotel Mousson ****. Since we strive to make your stay in our hotel as pleasant as possible, we would like to ask you to study the following General Terms and Conditions, which regulate and specify the contractual relationship between you and the hotel established by accepting your order.

1. The purpose of these General Terms and Conditions (hereinafter the "GTC") is to create a legal framework for the relationship between the hotel operator and its clients in order to make sure that the client is informed about the terms and conditions of the provision of services.
2. These terms and conditions shall apply to contracts for the rental of hotel rooms for accommodation, conference and banquet rooms for events and the implementation of events for rent, as well as for any other supplies and services provided to clients.
3. The terms and conditions of the client may only be accepted if expressly agreed in advance in writing.
4. These GTC shall become an integral part of every contract (agreement) and order, the subject of which is the hotel's obligation to provide the client with certain services and the client's obligation to pay the agreed price for the services provided.
5. It is presumed that the client has read these GTC, unless he/she proves that access to them has been limited or prevented through the fault of the hotel. The accommodation rules are, among other places, available at the reception of Hotel Mousson **** (hereinafter the "Hotel").
6. These GTC shall be binding on all parties. Moreover, upon the execution of the client's order, these GTC shall acquire the status of a contract in accordance with the applicable provisions of the binding regulations of the Slovak Republic.

I.

Definition of Terms

For the purposes of this Contract:

1. **Client** shall mean a natural or legal person who concludes a contract for the provision of services with the Hotel or sends a binding Reservation to the Hotel, or on whose

behalf the Organizer concludes a contract for the provision of services with the Hotel or on whose behalf the Organizer sends a binding Reservation to the Hotel.

2. **Hotel** shall mean the facility operated by OCEAN TOUR s.r.o., with its registered address at T. J. Moussona 1, 071 01 Michalovce, company ID: 36 576 450, registered in the Commercial Register of the District Court Košice I, Section: Sro, Insert No.: 14589/V, under the name Hotel Mousson****.
3. **Contracting Parties** shall mean the Hotel and the Client.
4. **Service** shall mean any services provided by the Hotel in accordance with its business purpose, especially accommodation, catering, wellness and congress services.
5. **Individual Client** shall generally mean 1 to 9 persons who jointly order Hotel Services or book accommodation at the Hotel on the same date of arrival and departure.
6. **Group** shall generally mean 10 and more persons who jointly order Hotel Services or book accommodation at the Hotel on the same date of arrival and departure.
7. **Event** shall mean a social event in which a large number of Clients participate, i.e. generally 10 (ten) persons or more, and which is connected with the provision of several types of Hotel Services.
8. **Event Organizer** shall mean any natural or legal person who organizationally, technically or in any other way handles the Event on behalf of or for the benefit of the Client and for that purpose enters into a contractual relationship with the Hotel; unless agreed otherwise, it shall be understood that the person ordering the Event (the Client/the Customer) is its organizer.
9. **Moment of Payment** shall mean the moment when the funds paid by the Client are at the disposal of the Hotel, i.e. on the day they are credited to the account, received at the cash register, etc.
10. **Damage** shall mean actual damage and lost profit; damage is compensated by means of money; if the entitled party requests so and if it is possible, the damage shall be compensated by restoration.
11. **Force Majeure** (lat. *vis maior*) shall mean an incident that occurs independently of the will of the Hotel, and which prevents it from performing the Service or Services for the Client, unless it can reasonably be assumed that the Hotel would have prevented or overcome this incident or its consequences or that it would have foreseen this incident at the time of the obligation towards the Client.
12. **Hotel Price List** shall mean the price list of the Hotel rooms and other Services valid at the time of conclusion of the Contract and/or at the time of provision of Services.
13. **Accommodation Rules** shall mean a document of the Hotel regulating the conditions of accommodation in the Hotel. It is located at the reception of the Hotel, as well as in the rooms of the Hotel, and shall be binding for the Client of the Hotel as of the moment of the check-in.
14. **Complaints Procedure** is a document of the Hotel regulating the conditions for making complaints regarding the Services provided by the Hotel. It is located at the reception of the Hotel, as well as on the website of the Hotel, and shall be binding for the Client of the Hotel as of the moment of the check-in.
15. The Hotel reserves the right to change these GTC. The obligation to provide the General Terms and Conditions in written form shall be fulfilled by publishing them on the Hotel's website.
16. Information obligations of the Hotel pursuant to § 10a par. 1 letter e) and f) of Act No. 250/2007 Coll. on consumer protection and on the amendment of Act of the Slovak National Council No. 372/1990 Coll. on offenses as amended shall be fulfilled by publishing the Hotel's Complaints Procedure on the Hotel's website and placing them at the Hotel's reception.

II. Conclusion of the Contract

1. The conclusion of the Contract shall mean the agreement concluded between the Hotel and the Client regarding the provision of services in the form of: conclusion of a written Contract for the provision of services (hereinafter the "Contract") between the Hotel and the Client or confirmation of the Reservation made by the Hotel in writing or by e-mail.
2. By concluding the Contract, the Hotel undertakes to provide the Client with services of the agreed scope and quality. At the same time, the Client shall be obliged to pay the agreed price to the Hotel and compensate for any damage caused in connection with the use of Hotel Services.
3. The Contract shall be concluded upon confirmation of the Client's order/reservation by the Hotel. The confirmation shall be made in writing, by fax or by e-mail.
4. The Hotel and the Client shall be the contractual partners. If the Hotel Services are ordered by a third party /intermediary/, the intermediary shall be the obligated /contracting/ party towards the Hotel unless the Contracting Parties agree otherwise.
5. In case of group or regularly recurring orders, the Contracting Parties may enter into a written framework agreement taking into account that the agreements negotiated in this agreement shall take precedence over the provisions of these General Terms and Conditions. However, this shall not affect the validity of the General Terms and Conditions. This shall also apply to individual written contracts.
6. Further rental of rented rooms as well as their use for purposes other than accommodation or for purposes other than those agreed in the Contract shall require the prior written consent of the Hotel.

III. Accommodation Services – Individual Clients

1. The Hotel shall be obliged to make the booked rooms available to the Client from 2:00 p.m. on the agreed day of arrival. The Client shall be entitled to have the booked room ready before the stated time only if he/she has expressly agreed to this with the Hotel when concluding the Contract. The Client shall not be entitled to a particular room, unless specifically agreed with the Hotel.
2. The Client shall be obliged to vacate and leave the room no later than 11:00 a.m. on the agreed day of departure, unless agreed otherwise in advance. In case the Client vacates the room in a delayed manner, i.e. by 5:00 p.m., the Hotel shall be entitled to charge a fee of EUR 40 for late departure. The Hotel shall be entitled to charge 100% of the price specified in the Price List if the room is vacated after 5 p.m. without the Client being contractually entitled to use the Hotel Services associated with accommodation.
3. In case the Client fails to check in at the hotel before 6:00 p.m. on the day of arrival, the Hotel shall be entitled to offer the booked room to another client unless a later arrival has been expressly agreed upon.
4. In case the Client checks in at the Hotel before 6:00 a.m., he/she shall be obliged to pay the price of the accommodation for the entire previous night.
5. When moving into the room, the Client shall be obliged to report any deficiencies, discrepancies or reservations immediately after discovering them at the Hotel reception. The Client shall also be obliged to proceed as above if he/she detects any damage to the room or its inventory. In case the hotel detects any damage to the room or its inventory after the end of the Client's stay without the Client notifying the Hotel

reception of thereof, the Client shall be obliged to fully compensate the Hotel for damage to the room or its inventor.

6. The Client's stay in the Hotel shall be governed by the Accommodation Rules and Complaints Procedure of the Hotel. These documents shall be binding for any of the Hotel Clients.
7. The Hotel shall be obliged to allow the Client to store valuable items or items of high financial, social or mental value in a safe place. If the Client does not exercise this right, the Hotel shall not be responsible for any damage caused by loss, misuse, damage, theft or in any other way.
8. In case the Client is interested in a guaranteed reservation, the Hotel shall be entitled to require the Client to pay a deposit in the amount of 100% of the total price of the reservation. The reservation shall be considered guaranteed by the Hotel at the moment of payment of the deposit.

IV.

Accommodation Services – Groups

1. Unless stated otherwise in these General Terms and Conditions, the provisions of Art. III. of the GTC and the following conditions shall apply for the group accommodation:

A. Option conditions:

The date of the option shall be determined when the reservation is made. Before the option date, the reservation may be changed arbitrarily. The number of guests, the structure of the rooms and the period of accommodation shall be specified by the date of the option. After the date of the option, administrative actions shall be carried out (contract, order, pre-invoice, deposit, account deposit, etc.) based on the conditions of the reservation agreed upon at the latest on the day of the option. The date of the option shall be determined by the reception staff. Any administrative actions shall always be carried out in writing.

B. Terms of pre-invoicing, deposit and account deposit:

Based on the conditions agreed on the day of the option, a pre-invoice shall be issued. The pre-invoice shall be paid within 15 days (group reservation) or 20 days (reservation of the entire capacity) before the day of arrival specified in the order or the contract at the latest, otherwise the entire reservation shall be cancelled. The price in the pre-invoice shall be 100% based on the conditions and requirements agreed on the day of the option.

The pre-invoice may be replaced by paying a deposit or by depositing an amount to the account within 15 days (group reservation) or 20 days (reservation of the entire capacity) before the day of arrival specified in the order or the contract at the latest, otherwise the entire reservation shall be cancelled.

V.

Prices for Hotel Services and Payment Terms

1. The Client shall be obliged to pay the agreed price for the Services provided. This shall also apply to any services provided by the Hotel to third parties based on the Client's express request.
2. The agreed price is the one stated in the confirmation of the reservation. If the price has not been agreed in this way, the prices specified in the Price List shall apply.
3. The prices specified in the Hotel Price List are final and include value added tax, but do not include local taxes.
4. If the period between the conclusion of the Contract and the provision of the ordered Services exceeds 4 months, during which the Hotel prices increase, the Hotel may increase the agreed price accordingly, but not more than 10% of the agreed price.
5. The Hotel may also change the price if the Client with the Hotel's consent subsequently changes the number of rooms reserved, the scope of Hotel Services, the length of stay, etc.
6. The Hotel shall be entitled to request payment in advance when concluding the Contract.
7. Unless agreed otherwise in advance, the basis for the billing of the Services ordered and used by the Client is a tax document - an invoice issued on the day the Client leaves the Hotel premises or on the day the Client uses the ordered Hotel Services. The invoice shall contain all essentials stipulated by the applicable legal regulations of the Slovak Republic.
8. The guest shall be obliged to pay the price for accommodation and Services provided in accordance with the valid Price List, usually before the end of the stay, but no longer than for a one-week stay. The invoice shall be due upon submitting. If agreed so, the invoice may be paid within 14 days.
9. Payment by credit card may be made before or after the use of Hotel Services, based on the data provided by the Client necessary for the payment. By providing data for payment by credit card, the Client consents to its use. The Hotel has the right to additionally charge the Client from his/her credit card for any differences that may be found after his/her departure /e.g. consumption from the minibar, compensation for damage, fines, etc./, to which the Client consents. However, the Hotel shall be obliged to inform the Client in writing /e-mail/ about any additional charging via the Client's credit card and the reasons for such additional charging.
10. In case of a delay in payment, the Hotel shall be entitled to charge interest on late payment in the amount of 0.05% of the late payment for each day of delay.
11. The Client's claim against the Hotel may only be set off if the Client's claim against the Hotel is undisputed or legally valid.

VI. Events

1. In order to organize and properly prepare the Event, the Event Organizer shall be obliged to notify the Hotel of the final number of participants no later than 30 calendar days before the Event.
2. In case there is a change in the scope of Services provided at the Client's request, the Hotel shall provide an increase in the scope of Services provided according to its own capabilities, with the understanding that it shall address such a request pursuant to the prudent businessman standard. However, the Client shall have no legal right to the increase in the scope of Services provided.
3. A change in the number of Event participants by more than 10% shall be agreed with the Hotel in advance. In case of such a change /deviation/ in the number of participants,

the Hotel reserves the right to unilaterally replace the confirmed rooms. The agreed standard and technical equipment shall be maintained.

4. If the number of participants exceeds 10%, the Hotel shall also be entitled to revise and change the agreed price. The basis for billing is the actual number of participants.
5. For Events in the restaurant premises that finish after 10:00 p.m. if the agreed price does not take into account the longer duration of the Event /outside of the opening hours/, the Hotel may charge a service fee of EUR 200 (two hundred euros) for each started hour of the Event lasting after 12:00 p.m. based on individual confirmations.
6. For Events in the lobby bar premises that finish after 10:00 p.m. if the agreed price does not take into account the longer duration of the Event /outside of the opening hours/, the Hotel may charge a service fee of EUR 200 (two hundred euros) for each started hour of the Event lasting after 12:00 p.m. based on individual confirmations.
7. The Event Organizer or the Customer shall not be authorized to supply the Event with their own food or drinks, except with a prior express written agreement with the Hotel. In such cases, the Hotel shall charge a service surcharge.
8. The Event Organizer and the Customer shall be obliged to jointly and severally pay for the consumption of food and drinks ordered by the Event participants above the agreed framework of the total calculation.
9. The Event Organizer and the Customer shall be obliged to jointly and severally pay for the Services ordered by the Event participants above the agreed framework of the total calculation.
10. The Hotel shall not be liable for any infringement of intellectual property rights by the Client. During the event, the Organizer /the Customer/ shall be obliged to settle any obligations towards copyright protection organizations in its own name, at its own risk and at its own expense.
11. The Event Organizer or the Customer shall be obliged to inform the Hotel immediately if the Event is likely to arouse public interest, disrupt public order, limit or threaten the interests of the Hotel and other Hotel clients. The Hotel shall be entitled to take adequate measures to prevent such a situation and the Client shall be obliged to withstand them.
12. Advertisements in newspapers or other publications in the media (print, electronic, etc.), advertisements and announcements intended for the general public, in particular invitations to job interviews, holding political, religious and commercial events that could indicate any relationship to the Hotel, damage the Hotel's good name or parasitize on its reputation shall require the Hotel's prior express written consent.
13. If the Hotel procures technical and other equipment from third parties for the Event Organizer at the Event Organizer's request, it shall always act in the name and on behalf of the Event Organizer or the Customer based on the power of attorney. The Hotel shall not incur any obligations towards third parties. The claims of third parties arising from the use of this equipment shall be only claims against the Event Organizer.
14. The use of the Event Organizer or Customer's own electrical, electronic and technical equipment when using the Hotel's electrical network shall require the Hotel's written consent. The Hotel reserves the right to charge for such devices and equipment that increase the costs of energy supply or the Hotel's operating costs above the usual rate separately.
15. The Event Organizer or the Customer shall be fully responsible for any malfunctions or damage to the Hotel's technical equipment resulting from the use of such equipment and therefore obliged to cover the costs associated with restoring it to its original condition. The Hotel (through its employees or third parties) shall be entitled to inspect such equipment and take measures to prevent or eliminate such a condition. The Client shall be obliged to tolerate the measures.

16. The Event Organizer/the Customer shall be fully responsible for the safety of the technical, electronic or electrical equipment used by the Event Organizer/the Customer.
17. Any decorative materials or objects brought in the Hotel shall comply with legal fire requirements. The Hotel shall be entitled to request the opinion of the relevant public administration authorities. In order to prevent possible damage, the installation and placement of any materials and objects brought in the Hotel shall be agreed in advance with the Hotel.
18. Any exhibition items or other items brought in the Hotel shall be removed immediately after the Event. If the Event Organizer or the Customer fails to do so and leaves the items in the Event room, the Hotel shall be entitled to charge the rent for the room until the items are removed. The Hotel shall also be entitled to remove and store these items at the expense of the Event Organizer or the Customer without having to enter into a contract for storage.
19. The Client shall be obliged to use the rented premises of the Hotel to the extent suitable for their nature, in a reasonable and proper manner, not beyond the usual extent and in accordance with the purpose of the rental, and to hand them over to the Hotel in the condition in which they were taken over considering normal wear and tear. In case that damage to the premises is detected after the Event and the Client fails to notify the Hotel thereof in advance or when taking over the premises, it shall be considered that the damage occurred during the Client's Event, and therefore the Client shall be liable for the damage.
20. The Client undertakes to comply with and fulfil all obligations arising from the regulations on occupational health and safety, property protection and fire protection, in particular Act No. 124/2006 Coll. on occupational health and safety and on amendments to certain acts, as amended, Act No. 314/2001 Coll. on fire protection, as amended, and Decree of the Ministry of the Interior of the Slovak Republic No. 121/2002 Coll. on fire prevention, as amended, at the venue of the Event, as well as in other areas of the Hotel. The Client undertakes to comply with and fulfil all obligations arising from environmental protection regulations, as amended, at the venue of the Event, as well as in other areas of the Hotel.

VII. Deposit for Services

1. Unless agreed otherwise in writing with the Hotel, the Hotel shall be entitled to request a deposit as follows:
 - in case of Events with up to 50 people 50% - 80% of the total price of the ordered Services no later than 14 days before the Event
 - in case of Events with more than 50 people 25% - 50% of the total price of the ordered Services no later than 60 days before the Event and another 50% of the price of the ordered Services no later than 30 days before the Event.
2. In case of a wedding, the Hotel shall be entitled to request a non-refundable deposit of EUR 300 upon confirmation of a binding order.
3. The payment of the deposit is a confirmation of the binding nature of the Contract. The deposit is not refundable. In case of cancellation, it shall be used as a lump sum compensation for damages /lost profit/.
4. If the deposit is not paid on time, the Hotel reserves the right to cancel the reservation without prior notice.

VIII.

Withdrawal, Cancellation of the Order, Cancellation Conditions

1. The Client has the right to cancel the ordered Service or Event.
2. If the Client as a consumer has concluded a Contract with the Hotel at a distance or outside the Hotel's premises pursuant to Act No. 102/2014 Coll. on consumer protection when selling goods or providing services based on a contract concluded at a distance or a contract concluded outside the seller's premises and on the amendments to certain acts, as amended (hereinafter the "Act"), the Client as a consumer shall not be entitled to withdraw from this Contract pursuant to Section 7, paragraph 6, letter k) of the Act.
3. When cancelling ordered Events and Services, the Hotel shall be entitled to compensation in the form of a cancellation fee, which is determined by the percentage of the set price of the Service or Event, depending on the number of persons for whom the Event /Service/ is arranged and the time period that has elapsed since the day of cancellation of the Service or Event and the planned start of the provision of the Service or Event. Unless stipulated or agreed otherwise, the cancellation fees determined from the price of the Service or Event shall be as follows:
 - A. In case of Events, the Hotel shall be entitled to charge the following cancellation fees:
 - cancellation between 20 to 11 days before the scheduled start of the provision of Services or Events10 % of the estimated price
 - cancellation between 10 to 4 days before the scheduled start of the provision of Services or Events 50 % of the estimated price
 - cancellation 3 or fewer days before the scheduled start of the provision of Services or Events75 % of the estimated price
 - B. In case of Events with a reservation of the entire Hotel capacity, the Hotel shall be entitled to charge the following cancellation fees:
 - cancellation during the period from the acceptance of a binding order up to 16 days before the scheduled start of the provision of Services or Events 10 % of the estimated price
 - cancellation between 15 to 6 days before the scheduled start of the provision of Services or Eventsup to 50 % of the estimated price
 - cancellation 5 or fewer days before the scheduled start of the provision of Services or Events up to 100 % of the estimated price
4. In case of the accommodation of Individual Clients, the Hotel shall be entitled to charge the following cancellation fees, unless stated otherwise for specified accommodation:
 - cancellation between 15 to 30 days before the scheduled start of the accommodation 10% of the price for accommodation

- cancellation 3 to 15 days before the scheduled start of the accommodation..... up to 50 % of the price for accommodation
 - cancellation less than 2 days before the scheduled start of the accommodation up to 100 % of the price for accommodation
 - LAST MINUTE cancellation or cancellation of accommodation with a value lower than the counter price list up to 100 % of the price for accommodation.
5. For Group accommodation, the same cancellation conditions shall apply as for Events /point 3 A/.
 6. The costs of technical equipment ordered by the Hotel for the needs of securing the Event, to the extent of costs that have already been incurred by the Hotel and could not have been used otherwise, shall be paid in full by the Client.
 7. When providing catering Services, the estimated total price is the sum of the agreed prices for drinks, food, rental of the premises and fees for other Services. In case the price has not yet been firmly agreed, the formula for calculation shall be as follows: the lowest price of the banquet menu x number of persons.
 8. The Client acknowledges that in case of cancellation of the Contract (withdrawal from the Contract or part thereof) by the Client or failure of the Client to use the reserved Services, the Hotel shall be entitled to unilaterally offset the Client's claim against the Hotel for refund of the price of the Services paid by the Client when making an online reservation of accommodation against the Hotel's claim for payment of the cancellation fee in the amount specified in these GTC in the amount in which these claims are covered, while the amount exceeding the mutual claims of the Client and the Hotel in favour of the Client shall be paid by the Hotel to the Client via bank transfer to the Client's bank account from which the payment of the price for the reservation of the Services has been made during the online reservation of Services, within 30 (thirty) business days from the day following the date of delivery of the cancellation of the Contract (withdrawal from the Contract or part thereof) by the Client or the Client's failure to use the reserved Services. Any bank fees associated with the refund of the price for the reserved Services or part thereof to the Client shall be borne by the Client.

IX.

Withdrawal from the Contract by the Hotel

1. The Hotel shall be entitled to withdraw from the Contract if a reservation has been agreed with the Client having the option to withdraw from the Contract within a certain period of time without the obligation to pay, the Hotel has a demand for the rooms thus reserved and the Client does not waive his/her right to withdraw upon the Hotel's request.
2. The Hotel shall also be entitled to withdraw from the Contract if:
 - this right has been agreed with the Client in writing for the reasons specified in the Contract,
 - the Client does not insist on the fulfilment of the Contract by the Hotel,
 - the Client has outstanding obligations towards the Hotel that are due,
 - an advance payment or deposit has been agreed upon while making a reservation and the Client fails to fulfil his/her obligation in a timely manner; however, the Hotel may only withdraw from the Contract until the Client fulfils the obligation,

- there are circumstances the Hotel is not responsible for that make the fulfilment of the Contract impossible,
- a Service or an Event has been reserved by providing false, misleading or incorrect details on part of the Client or other material facts,
- the Hotel may reasonably believe that the use of the Hotel Services could jeopardize the proper operation, safety or reputation of the Hotel towards the public without this being attributable to the owners or the organization of the Hotel.

X.

Liability for damage to items brought in or stored at the Hotel

1. The Hotel shall not be liable for damage caused to any items brought in or stored by the Clients at the Hotel.
2. The Hotel shall be liable for total damage to property, including jewellery, money and other valuables, only up to the amount stipulated in the implementing regulation to Act No. 40/1964 Coll. Civil Code, as amended. Damage to property shall be compensated without limitation if it has been taken over by the Hotel for special storage. The Client shall exercise the right to compensation for damage at the Hotel immediately after learning thereof. However, this right shall lapse if it has not been exercised within 15 (fifteen) days following the day on which the Client learned of the damage.
3. The provision of a parking space in the parking lot shall not constitute a contract for storage. The Hotel shall not be liable for the loss or damage to motor vehicles (and their accessories) parked or present on the property of the Hotel.
4. The Hotel shall not be liable for any injuries during leisure programs of any kind, unless the damage has been caused by the Hotel as a result of its gross negligence or intent.

XI.

Special provisions

1. Animals may be brought to the Hotel and accommodated therein. The guest shall be obliged to take care of the animal. The animal shall be kept on a leash with a suitable muzzle in the common areas of the Hotel. The guest shall be responsible for any damage caused by the animal brought into the Hotel.
2. Smoking is only permitted in the designated areas of the Hotel. Smoking is prohibited in any other areas of the Hotel /all interior facilities and rooms/. In case of a breach of this prohibition, the Hotel shall be entitled to impose a fine of €100 on the Client for each violation detected.
3. No hazardous substances /explosives and ammunition, corrosives, poisonous or toxic substances, infectious or radioactive materials/ may be brought to the Hotel.
4. The Hotel shall take messages, mail and parcels for the guests accommodated in the Hotel. Any mail or parcels of the guests accommodated in the Hotel shall be sent at their request for a fee.
5. The Hotel shall only send any found items upon the Client's request. These items shall be stored at the Hotel for a maximum of six months. After this period, the items of obvious value shall be handed over to the relevant authorities.

XII.

Final provisions

1. These General Terms and Conditions and the legal relationships arising therefrom shall be governed by Slovak law.
2. If any individual provisions of these General Terms and Conditions are or become ineffective or invalid, the validity or effectiveness of the other provisions of these General Terms and Conditions shall not be affected.
3. The resolution of client complaints in relation to the Services provided by the Hotel shall be governed by the Hotel's Complaints Procedure. In case that the Client - consumer is not satisfied with the manner in which the Hotel has handled his/her complaint or believes that the Hotel has violated his/her rights, the Client shall be entitled to contact the Hotel as the seller with a request to remedy.
4. The Client undertakes not to infringe the intellectual property rights of the Hotel and/or third parties while using the Service or Services of the Hotel. The Hotel shall not be responsible for any infringement of the intellectual property rights of third parties by the Client.
5. Personal data provided in the process of booking the Services by the Client or in the process of using the Services or in connection with the use of the Services shall be processed in accordance with the relevant legislation in the field of personal data protection, in particular Regulation (EU) 2016/679 of the European Parliament and of the Council on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (hereinafter the "GDPR Regulation"). The personal data provided shall be processed in the HORES information system - a hotel reservation system used to book Services, execute Contracts, use and charge Services. Any further details on the processing of personal data shall be provided on the Hotel's website: <http://www.hotelmousson.sk/> and the responsible person of the Hotel may be contacted at: info@hotelmousson.sk.
6. Any personal data shall be provided or made available only to recipients, third parties and intermediaries (who ensure the administration, operation or service of individual systems for the provision of Services for the Hotel) in accordance with the GDPR Regulation.
7. When placing an order, Clients confirm their agreement with these valid General Terms and Conditions of the Hotel. The Hotel reserves the right to change these General Terms and Conditions. The obligation to provide written notice of the General Terms and Conditions shall be considered fulfilled by making them available in accessible places in the Hotel premises and on the Hotel website: www.hotelmousson.sk.

In Michalovce, on 13.02.2023

**Director of
Hotel Mousson**** Michalovce**

hotel
MOUSSON****