

Apartment One To One

GENERAL TERMS AND CONDITIONS

for the provision of accommodation services in the accommodation facility Apartment One To One

ACCOMMODATION FACILITY: Apartment One To One

CATEGORY AND CLASS: Category 9, "private accommodation in a building" class*

CONTACT DETAILS OF THE ACCOMMODATION: Apartment One To One, Bruntálska 3360/2 (apartment no. 12, floor 3), 943 01 Štúrovo, Slovakia Operator: Ľubomír Balogač One To One, Trieda Hradca Králové 5315/35, 974 04 Banská Bystrica, Slovakia, Business No.: 34485261 Tax N.: 1031075771 Registered: in the Trade Register of the District Office of Banská Bystrica No. 601-11785 Website: www.121.sk E-mail: 121@121.sk Telephone: +421 903 954615, (hereinafter referred to as "Operator")

Art. 1 DEFINITION OF TERMS PARTIES

1.1 Apartment One To One is understood to be an accommodation facility with year-round operation, providing temporary accommodation, classified in category 9 "private accommodation in a building", class* according to Decree No. 277/2008 Coll., which establishes the classification features for accommodation facilities when classifying them into categories and classes (hereinafter referred to as "Accommodation Facility"). Contact details of the Accommodation Facility.

1.2 The operator of the Accommodation Facility is the company Ľubomír Balogač One To One, Trieda Hradca Králové 5315/35, 974 04 Banská Bystrica, Slovakia Business No.: 34485261 Tax N.: 1031075771 Registered: in the Trade Register of the Banská Bystrica District Office No. 601-11785 (hereinafter referred to as the "Operator"), which has the status of an accommodation provider pursuant to § 754 et seq. 40/1964 Coll., Civil Code, as amended (hereinafter referred to as the "Civil Code").

1.3 Client means a natural or legal person (hereinafter referred to as "Client") who concludes a Contract for accommodation in the Apartment One To One with the Operator and has the status of a customer or a guest pursuant to § 754 et seq. Civil Code.

1.4 In relation to the provision of the services of the Accommodation Facility, the Parties are: a) the Operator b) and the Client (hereinafter referred to as the "Parties").

1.5 Booking means a binding reservation of the entire Apartment One To One made by the Client in writing, through the online booking system on booking.com (hereinafter referred to as the "Reservation").

1.6 Confirmation of a Booking means confirmation of the Booking received from the Client, via the online booking system on the booking.com website of the Accommodation (hereinafter referred to as "Booking Confirmation").

1.7 Contract for accommodation in the Apartment One To One means the contract concluded pursuant to Section 754 et seq. Civil Code between the Client and the Operator in such a way that the Client makes a Reservation, pays the payment and the system automatically performs the Reservation Confirmation. Upon delivery of the Booking Confirmation to the Client, the contract for accommodation in the Apartment One To One (hereinafter referred to as the "Contract") is concluded. The Contract entitles the Client to have the Operator provide the Client with temporary accommodation in the Apartment One To One for the agreed period and the Client is obliged to pay the Operator the agreed price. Under the Contract, the Resident has the right to use the premises reserved for the accommodation, as well as to use the common areas of the Residencia Sobieski Apartment House and to use the services associated with the accommodation.

1.8 The Online Booking System of the Accommodation Facility (hereinafter also referred to as "Online Booking System") means the electronic system located on the booking.com website of the Accommodation Facility, which allows the Client to make a Reservation based on the mandatory data that must be entered into the system, and also allows the Client to pay the advance payment and the Operator to confirm the Reservation. The Client enters the following mandatory data into the online reservation system of the Accommodation Facility: - name and surname - permanent address - email - telephone contact - length of stay (arrival date and departure date) - type of stay - occupancy of persons (number of adults and children by age) - FA data (optional) - consent to the provision of personal data and consent to the General Terms and Conditions is mandatory. Accommodation - Apartment One To One

1.9. The Accommodation Regulations of the Accommodation Facility means the written document in which the terms and conditions of accommodation in the Apartment One To One are elaborated by the Operator (hereinafter referred to as the "Accommodation Regulations"). The Accommodation Regulations are published on booking.com and One To One Apartment. It is binding for the Client at the moment of registration for the stay in the One To One Apartment.

1.10. The price list of the Accommodation Facility means the price list of the Operator at the Accommodation Facility (hereinafter referred to as the "Price List"). Pursuant to Section 754(2) of the Civil Code, the Price List is part of the Accommodation Regulations and is published on the Accommodation Facility's booking.com website.

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1.11. The Complaints Procedure of the Accommodation Facility shall be understood as a written document in which the conditions for lodging complaints in the Accommodation Facility are elaborated by the Operator (hereinafter referred to as the "Complaints Procedure"). The Complaints Procedure is published in the Apartment One To One and is binding for the Client at the moment of registration for a stay in the One To One Apartment.

1.12. Force majeure (vis major) means in particular a natural or other uncaused, uncontrollable, unforeseeable, unavoidable and insurmountable event (in particular any weather conditions, etc.) which prevents the Operator from providing the agreed matters and it is not reasonably foreseeable that the Operator could have foreseen, averted or overcome this event and its consequences.

Art. 2 INTRODUCTORY PROVISIONS

2.1 These General Terms and Conditions (hereinafter referred to as "GTC") are issued by the Operator and are intended to regulate in particular: a) the rules for the use of the online reservation system of the Accommodation Facility, b) the conditions for making a Reservation and the conditions for cancelling a Reservation, d) the rights and obligations between the Parties, which are defined further in these GTC, e) the terms of payment.

2.2 Different arrangements in the Contract (understood to be the Reservation made by the Client, which the Operator has agreed by the Reservation Confirmation), including its amendments, on the basis of which the Services are provided to the Client, shall prevail over the wording of the GTC.

2.3 These GTC are published on the Booking.com website of the Accommodation. The Operator reserves the right to unilaterally change the GTC. Any amendment to the GTC shall be effective on the date it is issued in writing by the Operator and shall be effective on the day following the date of its publication on the booking.com website of the Accommodation Facility, or may take effect at a later date after its publication as determined by the Operator in the relevant amendment to the GTC.

2.4 The Client is entitled to use the Accommodation Facility only if it agrees to the GTC.

2.5 Before making a Reservation, the Client is obliged to familiarize himself with the valid and effective GTC published at the time of making a Reservation of the Accommodation Facility, and by making a Reservation the Client unconditionally agrees to the GTC.

2.6 The information obligations pursuant to Section 10a of Act No. 250/2007 Coll. on Consumer Protection and on Amendments to Act No. 372/1990 Coll. of the Slovak National Council on Offences, as amended, are fulfilled by the relevant information being published in these GTC, in other documents of the Operator, which are referred to in Article 1 of these GTC, or in the online reservation system of the Accommodation Facility.

Art. 3 BOOKING, CONCLUSION OF THE CONTRACT

3.1 When making a Booking, the Client shall look up the current information about the Apartment One To One according to the requirements entered in the online booking system on the booking.com website of the Accommodation Facility (arrival date, departure date, etc.). In the online booking system, the prices of accommodation in the Apartment One To One are indicated.

3.2 Subsequently, the Client makes the Reservation, in writing, via the online booking system of the Accommodation Facility, and the system automatically generates a system for payment, which the Client is obliged to pay according to the payment terms set out in Article 5 of these GTC. The Reservation becomes binding when the payment is credited to the Operator's current account.

3.3 The Operator, through booking.com, shall only confirm the Reservation in writing via the online booking system after checking the availability of the Accommodation Facility and after verifying that the Client has paid the assessed payment. The Booking Confirmation is also sent by booking.com via the online booking system to the Client's email address provided in the Booking.

3.4 Upon delivery of the Booking Confirmation to the Client by booking.com, the Contract between the parties is concluded.

Art. 4 SERVICES PROVIDED

4.1 By entering into the Contract, the Operator undertakes to provide the Client with the Accommodation to the extent agreed in the Contract and the Client is obliged to pay the Operator the agreed price and to compensate for any damage caused by the Client in connection with the use of the Accommodation.

The Client has the right to stay in the Apartment One To One of the Accommodation Facility from 16:00 on the first day of the Accommodation and no later than 10:00 on the last day of the Accommodation. The Client is obliged to duly hand over the vacated Apartment One To One to the Operator no later than 10:00 a.m. on the last day of the agreed period of Accommodation. If the Client is in default of this obligation, the Client shall be obliged to pay to the Operator for each day of delay the relevant price for accommodation according to the Price List of the Accommodation Facility.

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4.2 If the Client has not stayed in the Apartment One To One by 24:00 on the first day of the agreed period of provision of the Services, the Operator shall have the right to withdraw from the Contract concluded with the Client. The Operator shall inform the Client of this fact, subject to the Client's availability, both by telephone and subsequently, without undue delay, shall also deliver the withdrawal from the Contract in writing by e-mail, which the Client has indicated in the Reservation.

4.3 The Client is obliged to inspect the Apartment One To One without undue delay after taking it over from the Operator for temporary use and to report any defects, discrepancies or objections to the Operator as soon as they are discovered. He shall do the same if he discovers any damage to the Apartment One To One or its inventory.

4.4 In the event that the Operator discovers any damage to the Apartment One To One or its inventory in the course of the provision of the Services or upon termination of the Client's accommodation, the Client shall fully indemnify the Operator for any damage to the Apartment One To One or its inventory. Likewise, the Client is obliged to compensate the Operator for damage caused to the Apartment One To One or its inventory if the damage is discovered by the Operator after the Client's accommodation has ended, even without the Client having notified the Operator of these facts.

4.5 The contact details of the Operator's responsible persons for all the purposes set out in these GTC, including the purposes set out in this clause, are published in the One To One Apartment.

Art. 5 PAYMENT TERMS

5.1 The Client is obliged to pay the Operator the agreed price for the Accommodation, which is the price set out in the Price List, unless the Parties agree otherwise. The Operator is entitled to require the Client to pay a deposit of 100% of the price for the Accommodation as part of the booking process.

5.2 The Client shall pay the price for the booked Accommodation in advance, in the form of a prepayment of 100% of the price of the booked Accommodation, through the Operator's online booking system via booking.com. The Operator shall use the symbols specified in the online booking system to make the payment.

5.3 The prices for the Accommodation set out in the Price List are final, including and accommodation tax payable to the relevant municipality. 5.4 The Operator may only change the price of the Accommodation from the Price List after the conclusion of the Contract or during the course of the Accommodation if the Client subsequently changes the length of the stay in the Apartment One To One with the Operator's consent.

5.4 The Operator shall make the additional billing on the day of termination of the stay and departure of the Client from the Accommodation Facility. The basis for the billing shall be the invoice or the bill for compensation for damages, which must have the requirements of a proper tax document. If, with the Operator's consent, the scope of the Accommodation has been extended during the stay and the Client pays the balance on the basis of the invoice issued, the Client shall pay the balance in a non-cash form to the Operator's current account specified in the invoice. In the case of non-cash payment, payment shall be understood as a credit to the Operator's current account.

5.6 If the Client wishes to issue an invoice to a legal entity or a natural person-entrepreneur, he/she is obliged to inform the Operator of this fact when making a Booking through the online booking system of the accommodation facility booking.com, where he/she shall enter the exact and correct invoicing data (business name, registered office, VAT ID, VAT ID, bank connection) in the appropriate field. Changes are no longer possible after the payment has been made.

Art. 6 WITHDRAWAL FROM THE CONTRACT BY THE CLIENT, CANCELLATION FEE

6.1 The Client is not entitled to withdraw from the Contract pursuant to Section 7(paragraph 6)(k) of Act No. 102/2014 Coll. on Consumer Protection in the Sale of Goods or Provision of Services under a Distance Contract or a Contract Concluded Outside the Seller's Premises, as amended.

6.2 The Client has the right to unilaterally withdraw from the Contract and not to use the provision of Services in the Accommodation Facility only under the conditions set out in the following paragraphs of this Article of the GTC.

6.3 If the Client unilaterally withdraws from the Contract and does not use the accommodation in the Accommodation Facility more than 14 calendar days (inclusive) before the first day of the agreed period of accommodation, no cancellation fee shall be payable.

6.4 If the Client unilaterally withdraws from the Contract and does not use the Services at the Accommodation Facility within a period of 13 calendar days (inclusive) up to and including 7 calendar days (inclusive) before the first day of the agreed period of Accommodation, the Client shall pay the Operator a cancellation fee of 50% of the price of the Services as agreed in accordance with the Price List at the time of conclusion of the Contract and quantified in the online booking system at the time of making the Reservation.

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6.5. If the Client unilaterally withdraws from the Contract and does not use the Accommodation in the Accommodation Facility within a period of less than 7 calendar days before the first day of the agreed period of Accommodation, the Client shall pay the Operator a cancellation fee of 100% of the price for the Accommodation, which was agreed according to the Price List at the time of conclusion of the Contract and quantified in the online booking system at the time of making the Reservation.

6.6 In the event of cancellation of the Contract by the Client pursuant to clause 6.3 of this Article of the GTC, the Operator shall refund to the Client the full amount of the advance payment paid for the price of the Accommodation through booking.com, no later than 30 calendar days from the date of receipt of the cancellation of the Contract by the Client, with the cost of bank charges associated with the refund to be borne in full by the Client.

6.7 In the event of withdrawal from the Contract by the Client pursuant to clauses 6.4 and 6.5 of this Article of the GTC, the Operator shall send the Client a written notice of the Operator's claim to the cancellation fee with a calculation of its amount, whereby the Operator is entitled to set off its claim to the cancellation fee against the advance payment for the Accommodation, or part thereof, paid by the Client by unilateral set-off. The Operator shall be entitled to send the written notification pursuant to this clause of the GTC together with the notification of unilateral set-off to the Client in writing to the address indicated by the Client in the Booking or electronically to the Client's e-mail address indicated in the Booking. The Operator shall refund the amount exceeding the mutual claims of the Client and the Operator to the Client by wire transfer to the bank account from which the advance payment for the price of the Accommodation was paid by the Client, no later than 30 calendar days from the date of receipt of the withdrawal from the Contract by the Client, with the costs of bank charges associated with the refund to be borne in full by the Client.

Art. 7 WITHDRAWAL FROM THE CONTRACT BY THE OPERATOR, CANCELLATION FEE

7.1 The Operator shall be entitled not to conclude the Contract with the Client for the following reasons: a) if the Client has not paid in advance the advance payment for the price of the Accommodation duly and on time, which has been agreed through the online booking system in accordance with these GTC, b) if the Client has made a Reservation for the Accommodation with false or incorrect data, c) if the Client has unpaid obligations already due to the Operator, in any amount and for any reason whatsoever.

7.2 The Operator shall be entitled to withdraw from the Contract and not to provide the Client with Accommodation in the Accommodation Facility for the following reasons: a) if the Client has outstanding obligations due to the Operator, in any amount and for any reason, b) the Contract was concluded on the basis of a Reservation made by the Client with false or incorrect data, c) there are circumstances for which the Operator is not liable, e.g. Force Majeure circumstances for which it is not possible to fulfil the obligations under the Contract, d) the Operator has reasonable grounds to believe that the provision of Accommodation in the Accommodation Facility could jeopardise the proper operation or security of the Accommodation Facility and/or the safety of the Client and/or the reputation of the Accommodation Facility and/or the Operator in relation to the public, e) if the Client grossly violates good manners and/or otherwise grossly breaches his/her obligations under the Contract, the Accommodation Facility - Apartment One To One despite a verbal warning from the Operator, f) if the Client grossly violates and/or breaches these GTC and/or the Accommodation Regulations, g) if the Client has not checked in at the Apartment One To One until 24:00 on the first day of the agreed Accommodation period.

7.3 In the event that the Operator withdraws from the Contract for reasons on the part of the Client, which are specified in clause 7.2 under a), b) and d) of this Article of the GTC, the Operator shall have the right to charge the Client a cancellation fee in the amount of 100% of the price of the Services, which were agreed in the Contract according to the Price List and could not be provided to the Client due to the withdrawal from the Contract, in the event that the reason for withdrawal from the Contract has been established by the Operator within a period of less than 7 calendar days before the first day of the agreed period of Accommodation.

7.4 If the Operator withdraws from the Contract for reasons on the Client's side, which are listed in clause 7.2 under e), f) and g) of this Article of the GTC, the Operator shall have the right to charge the Client a cancellation fee in the amount of 100% of the price of the Accommodation, which was agreed in the Contract according to the Price List and could not be provided to the Client due to the withdrawal from the Contract.

7.5 In the event of withdrawal from the Contract by the Operator pursuant to this Article of the GTC, the Operator shall send the Client a written withdrawal from the Contract stating the reason for withdrawal pursuant to this Article of the GTC. In the cases referred to in clause 7.2 of the GTC, the Operator shall send together with the withdrawal from the Contract a notice of the Operator's claim to the cancellation fee pursuant to this Article of the GTC, together with a quantification of its amount, whereby the Operator is entitled to set off its claim to the cancellation fee unilaterally against the advance payment made by the Client for the price of the Accommodation. The Operator is entitled to send the withdrawal from the Contract pursuant to this Article of the GTC to the Client in writing to the address indicated by the Client in the Reservation or electronically to the Client's e-mail address indicated in the Reservation or to deliver it to the Client in person. Withdrawal from the Contract shall be effective on the date of its delivery to the Client.

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7.6 In the event of withdrawal from the Contract by the Operator for the reason set out in clause 7.2(c) of this Article of the GTC or in the event of failure to conclude the Contract with the Client for the reasons set out in clause 7.1(b) and (c) of this Article. The Operator shall return to the Client by wire transfer to the Client's bank account the full amount of the advance payment for the price of the Accommodation to the bank account from which the advance payment for the price of the Accommodation was paid, no later than 30 calendar days from the date of receipt of the withdrawal from the Contract by the Operator or from the date of the non-contract conclusion by the Operator, while the costs of bank charges associated with the return shall be borne in full by the Client.

Art. 8 PROTECTION OF CLIENTS' PERSONAL DATA

8.1 The personal data of the Clients provided by the Client to the Operator via the online booking system when making a Booking, further provided by the Client to the Operator in any form when concluding the Contract, further provided by the Client to the Operator in person when staying in the One To One Apartment, or provided by the Client to the Operator in connection with the provision of the Accommodation on the basis of the concluded Contract, shall be processed in accordance with the relevant articles of REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27. April 2016 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) and the relevant provisions of Act No. 18/2018 Coll. on the Protection of Personal Data and on Amendments and Additions to Certain Acts, as amended.

8.2 Details of the processing of Clients' personal data by the Operator are set out on the website of the Accommodation Facility. The Client's consent to the processing of personal data is dealt with as part of making a Booking through the online booking system.

Art. 9 LIABILITY OF THE ACCOMMODATION ESTABLISHMENT AND THE GUEST

9.1 The Operator shall not be liable for items brought into the apartment area by guests, valuables and money, as well as for damage caused to stored items.

9.2 The guest is liable for damages caused to the property of the private accommodation in accordance with the applicable regulations. The client, as the responsible representative, is liable for damages caused by minors for whom he/she is responsible, as well as for damages caused by persons who are on the premises of the private accommodation and whose stay there was made possible by the guest. The client is obliged to act in such a way as to avoid damage to health, property, nature and the environment. Before leaving the apartment, the Client shall duly check that the windows and doors are closed, switch off all electrical appliances, turn off the water taps and lock the front door properly. Use the balcony to store the Client's sports equipment and other belongings.

9.4 In the event of damage caused by the Client to the Operator's property, the Client is obliged to pay compensation for the damage caused no later than the day of the end of the stay or on the basis of an invoice issued within 14 days of the end of the stay, within the due date. In the event that the Client refuses to pay the price for the damage caused, the Operator is entitled to charge the Client a contractual penalty of 0.05% for each day of delay on the amount due.

9.5 The Operator shall not perform special custody for the Clients and shall not accept any items from the Clients for special custody.

9.6 The right to compensation for damage must be exercised by the Client with the Operator without undue delay after the damage has been discovered, while this right shall expire if it has not been exercised no later than the 15th day after the day on which the injured Client became aware of the damage.

9.7 The Operator shall not be liable for any damage or theft of the Client's motor vehicle, including its parts and accessories (roof boxes, bike racks, etc.) or any items contained in the motor vehicle which is parked in the parking lot in front of the Accommodation Facility, as it is not a secure parking lot and no contract for the custody or storage of the motor vehicle exists between the Client and the Operator.

Art. 10 SERVICE OF PROCESS AND FINAL PROVISIONS

10.1 All acts and claims arising from these GTC must be performed in the form set out in these GTC for the individual act or claim. A Delivery shall be deemed to have been duly made if it has been delivered to the addressee by registered mail, in person or electronically by e-mail. Delivery may be made in the case of the Operator to the contact details set out in these GTC, and in the case of the Client to the contact details set out in the Booking. A Delivery delivered by post shall be deemed to have been received on the date marked as the date of delivery on the delivery receipt or other document used for this purpose by the carrier, if returned to the sender. If no such document is returned to the sender, the day of service shall be deemed to be the 20th day from the day on which the delivery is handed over to the bearer for carriage, irrespective of whether the addressee has

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been notified of the delivery. If the service of the document could not be effected by the bearer for reasons attributable to the addressee, the day on which such document is returned to the sender, with a statement of the reason why the document could not be served, shall be deemed to be the day of service. The sender shall prove that the delivery has been sent by means of a delivery note or other similar document used in dealings with the carrier. In the case of a Delivery delivered by hand, the date of delivery shall be the date on which the Delivery is proved to have been delivered to the addressee. Where the addressee refuses to accept personal service, the day on which the addressee refuses to accept personal service shall be deemed to be the day of delivery. In the case of electronic service by e-mail, the date of service shall be deemed to be the date on which the electronic message is sent. Electronic Delivery by e-mail shall be deemed to have been delivered on the date of sending of the electronic message by the Operator to the Client's e-mail address provided in the Booking, even if the Client has provided it incorrectly, regardless of the reason for such incorrectness.

10.2 These GTC and the legal relations arising on the basis thereof shall be governed by the law of the Slovak Republic.

10.3 Should any provision of these GTC be or become invalid, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability shall not affect the other provisions of these GTC.

10.4 The competent court of the Slovak Republic shall have exclusive jurisdiction to settle any disputes arising out of these GTC and the Contract.

10.5 These GTC shall come into force on the date of issue and shall come into effect on 15 May 2022.

In Banská Bystrica, on 15 May 2021

On behalf of the Operator: Ľubomír Balogač



Ľubomír Balogač One To One
TFIK 35
Banská Bystrica 074 04

Attachments:

ACCOMMODATION REGULATIONS

COMPLAINT REGULATIONS

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ACCOMMODATION REGULATIONS

Accommodation facility - Apartment One To One

CONTACT DETAILS OF THE ACCOMMODATION FACILITY

Apartment One To One, category 9 "private accommodation in a building" class Website: www.121.sk E-mail: 121@121.sk
Telephone: +421 903 954615

ADDRESS OF THE ACCOMMODATION

Apartment One To One, Bruntálska 3360/2 (apartment no. 12, floor 3), 943 01 Štúrovo, Slovakia

IDENTIFICATION DATA OF THE OPERATOR OF THE ACCOMMODATION FACILITY APARTMENT ONE TO ONE

Operator: Ľubomír Balogač One To One, Trieda Hradca Králové 5315/35, 974 04 Banská Bystrica, Slovakia, BUSINESS N.: 34485261 TAX N.: 1031075771 Registered: in the Trade Register of the Banská Bystrica District Office No. 601-11785 (hereinafter referred to as "Operator")

Art. 1 INTRODUCTORY PROVISIONS

1.1 The Apartment One To One is an accommodation facility with year-round operation, providing temporary accommodation in the One To One Apartment, classified in category 9 "private accommodation in a building", class* according to the Decree No. 277/2008 Coll., which establishes the classification features for accommodation facilities when classifying them into categories and classes (hereinafter referred to as the "Accommodation Facility").

1.2 The Client is a natural or legal person (hereinafter referred to as the "Client") who has entered into a Contract for accommodation in Apartment One To One (hereinafter referred to as the "Contract") with the Operator of the Accommodation Facility in the manner and under the terms and conditions specified in the General Terms and Conditions for the Provision of Accommodation Services in Apartment One To One (hereinafter referred to as the "General Terms and Conditions"), which are published on the booking.com website of the Accommodation Facility.

1.3 In particular, the Accommodation Facility provides accommodation services (hereinafter referred to as the "Services") to the Clients within the scope as defined in the GTC.

1.4 The Operator of the Accommodation Facility is obliged to: a) according to Act No. 253/1998 Coll. on reporting the residence of citizens of the Slovak Republic and the register of inhabitants of the Slovak Republic, as amended, to keep a book of accommodated persons, which contains data on the name, surname of the accommodated person, the number of his/her identity card or travel document, the address of permanent residence and the period of accommodation, b) according to Act No. 404/2011 Coll. on the residence of foreigners and on amendments and supplements to certain acts, as amended, to verify the identity of the foreigner at the time of accommodation and to enter his/her nationality and date of birth in the book of accommodated persons, to ensure the completion of the official form on reporting the foreigner's residence and to deliver it to the Police Force within five days of accommodation.

1.5 For the purpose referred to in point 1.4 of this Article of the Accommodation Regulations, the Client shall present a valid identity card or travel document to the Operator for inspection upon check-in. Any Client who is not a citizen of the Slovak Republic is obliged to fill in and sign the form on reporting of stay, which will be issued by the Operator on the basis of the submitted identity document. All data in the reporting form must be given completely and truthfully.

1.6 In the interest of their health and safety, Clients are obliged to inform the Operator upon check-in of their serious health problems or handicaps, in order to be adequately provided with medical assistance if necessary, or special treatment in the event of evacuation and other unexpected events.

1.7 These Accommodation Regulations are published on the Accommodation's website booking.com and in the One To One Apartment. The Operator reserves the right to unilaterally change the Accommodation Regulations. Any amendment to the Accommodation Regulations shall be effective on the date it is issued in writing by the Operator and shall take effect on the day following the date of its publication on the booking.com website of the Accommodation Facility, or may take effect at a later date after its publication as determined by the Operator in the relevant amendment to the Accommodation Regulations.

1.8 The Accommodation Regulations shall be binding on the Client from the moment the Booking is made.

1.9. Before making a Booking, the Client is obliged to familiarize himself with the valid and effective Accommodation Regulations published at the time of making the Booking on the website of the Accommodation Facility booking.com, and by making a Booking the Client unconditionally agrees to the Accommodation Regulations.

Art. 2 CONDITIONS AND METHOD OF ACCOMMODATION

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2.1 The Client has the right to stay in the Apartment One To One of the Accommodation Facility and use its Services from 16:00 on the first day of the agreed Service Period until 10:00 on the last day of the agreed Service Period at the latest. The Client is obliged to duly hand over the vacated Apartment One To One to the Operator no later than 10:00 a.m. on the last day of the agreed period of provision of the Services. If the Client is in default of this obligation, the Client shall be obliged to pay to the Operator for each day of delay the relevant price for accommodation according to the Price List of the Accommodation Facility, which is part of these Accommodation Regulations.

2.2 In exceptional cases, the Client may be accommodated earlier than from 4:00 p.m. on the first day of the agreed period of provision of the Services, or the Client may be allowed to terminate the provision of the Services after 10:00 a.m. on the last day of the agreed period of provision of the Services, if this has been agreed in advance with the Operator or if the Operator agrees and the current situation in the Apartment One To One of the Accommodation Facility so permits. The said Services will be charged to the Client according to the current Price List.

2.3 If the Client has not stayed in the Apartment One To One by 24:00 on the first day of the agreed period of provision of the Services, the Operator shall have the right to withdraw from the Contract concluded with the Client and cancel the provision of the Services. The Operator is obliged to inform the Client of this fact, according to the availability of the Client, firstly by telephone and then without undue delay in writing by e-mail, which the Client has indicated in the Reservation. In this case, the Operator has the right to charge the Client a cancellation fee in the amount and in the manner specified in the Operator's GTC.

2.4. In exceptional cases, especially in the event of technical defects that would prevent the Client from making full use of the One To One Apartment, the Operator may offer the Client accommodation other than the agreed accommodation, provided that it does not differ substantially from the agreed accommodation. 2.5. The Client is obliged to inspect the Apartment One To One without undue delay after taking it over from the Operator for temporary use and to report any possible defects, discrepancies or reservations to the Operator as soon as they are discovered. He shall do the same if he discovers any damage to the Apartment One To One or its inventory.

2.6 In the event that the Operator discovers any damage to the Apartment One To One or its inventory in the course of the provision of the Services or upon termination of the Client's accommodation, the Client shall fully indemnify the Operator for any damage to the Apartment One To One or its inventory. Likewise, the Client is obliged to compensate the Operator for damage caused to the Apartment One To One or its inventory if the damage is discovered by the Operator after the end of the Client's accommodation, even without the Client having notified the Operator of these facts.

2.7 The Apartment One To One shall be deemed to have been vacated by the Client in the event that the Client removes from the Apartment One To One all items brought into the One To One Apartment, checks the condition of the Apartment One To One with the Operator, surrenders the keys to the Operator, and checks out of the One To One Apartment.

2.8 The Client acknowledges that in case of necessity, urgency to resolve an emergency situation (e.g. threat of an accident, violation of the conditions of accommodation, etc.) and also for the purpose of providing the agreed Services (e.g. management, disposal of municipal waste, etc.), authorized persons of the Operator shall enter the One To One Apartment, even without the presence of the Client.

Art. 3 BASIC OBLIGATIONS OF THE ACCOMMODATED CLIENTS

3.1 The Client is obliged to act in such a way as to avoid damage to health, to the property of the Operator, in particular to the Apartment One To One and its facilities, to the surroundings of the One To One Apartment, to nature and to the environment where the Apartment One To One is located, while staying in the One To One Apartment.

3.2 In order to protect the health of the Clients staying in Apartment One To One and to protect the Operator's property, Apartment One To One must keep the entrance door locked during the Clients' stay in Apartment One To One. Clients may not allow persons other than Clients staying in Apartment One To One, or exceptionally during the Clients' restricted visiting hours, into Apartment One To One, but only with their prior express consent. Before opening the front door to other persons, the Client shall ascertain the reason for the request of such persons to enter the Apartment One To One and, unless there is a reason not to do so, shall not admit such persons to the One To One Apartment. If there is any doubt as to the reason for such persons' request to enter the One To One Apartment, the Client shall contact the Operator immediately.

3.3 The Client is only entitled to receive visitors in the Apartment One To One during the designated hours of 8:00 a.m. to 10:00 p.m. daily. After the reserved time, only accommodated Clients may stay in the One To One Apartment.

3.4. Should the Operator discover that persons other than the accommodated Clients are present in the Apartment One To One after the reserved time, this shall constitute a breach of the Accommodation Regulations and the Operator may withdraw from the Contract or may charge the accommodated Client for such persons the price of the Services to the extent specified in the Price List provided under the Contract to the Client itself, in accordance with the Price List in force at the time of the discovery of the breach of the Accommodation Regulations.

Apartment One To One

3.5 Between the hours of 10:00 p.m. and 6:00 a.m., Clients are obliged to observe night-time quiet hours.

3.6 In the Apartment One To One and on the land adjacent to the One To One Apartment, the Client may not, without the Operator's consent, move the interior and exterior furnishings (understood to mean the furniture with which the Apartment One To One is equipped and any technical equipment and furnishings belonging to the One To One Apartment, including the balcony, etc.

3.7 The Client may not take outside the Apartment One To One the linen with which the Apartment One To One is equipped (bed linen, towels and towels).

3.8 Only the electrical appliances with which the Apartment One To One is equipped and installed in the Apartment One To One may be used in the One To One Apartment. The Client is strictly forbidden to use his/her own electrical appliances in Apartment One To One. This prohibition does not only apply to portable technical devices used for the Client's personal hygiene (understood to be a shaver, hair dryer, electric toothbrush, etc.) and chargers for common consumer devices (understood to be a mobile phone, laptop, etc.), which must be in perfect technical condition, otherwise the Client will be liable for any damage caused.

3.9 In the event of a fire, the Client is obliged to follow the relevant fire safety guidelines and instructions of the Operator and, upon the arrival of the fire protection unit, the instructions of the commander of the intervention. Fire hydrant and fire extinguishers are located in the connecting corridors of the apartment building. In case of danger, Clients are required to leave the Apartment One To One by the nearest and safest means possible.

3.10 Clients who are the legal guardians of children cannot leave children under the age of 14 years without adult supervision for safety reasons, either in Apartment One To One or within the outside area of Apartment One To One. The legal guardian is responsible for the child and his/her actions in accordance with the relevant legislation of the Slovak Republic, and in the event that the child causes damage to the Operator, the legal guardian is obliged to compensate the Operator for the damage in its entirety.

3.11 Smoking and the use of open flames is strictly prohibited in the One To One Apartment. If the Client becomes ill or is injured, the Client is obliged to summon first aid by telephone and at the same time immediately inform the Operator, who will provide assistance in providing first aid or in transporting the Client to hospital or arrange for first aid to be provided or transported to hospital.

3.12 It is strictly forbidden to bring or keep any animals in the One To One Apartment.

3.13 Before leaving One To One Apartment, the Client shall: a) properly turn off the taps, b) turn off the lights in One To One Apartment, c) turn off all electrical appliances located in One To One Apartment, d) close all windows in One To One Apartment, e) close and lock the entrance door to Apartment One To One and properly store the key and prevent its loss.

3.14 In the event of loss of the key to the One To One Apartment, the Client shall immediately inform the Operator of this fact and wait in or near the Apartment One To One for the Operator to arrive. In case of loss of the key, the Client is obliged to pay the Operator a compensation of EUR 5.00.

3.15. The Client is obliged to sort municipal waste to the extent determined by the Operator, and the Client is obliged to use the waste bins provided in the Apartment One To One or the waste bins belonging to the Apartment One To One for waste storage.

Art. 4 LIABILITY FOR BREACH OF THE ACCOMMODATION REGULATIONS CONTRACTUAL PENALTIES

4.1 The Operator is entitled to withdraw from the Contract concluded with the Client as a result of a gross breach (hereinafter referred to as "serious breach") of these Accommodation Regulations in accordance with the GTC. In the event of withdrawal from the Contract for such reason, the Operator shall be entitled to charge the Client a cancellation fee in the amount and in the manner specified in the Operator's GTC.

4.2. A serious breach of these Accommodation Regulations shall be understood in particular as a breach of the prohibition: a) Receiving visitors and staying in the Apartment One To One outside the reserved time, b) respecting the night-time quiet as defined in these Accommodation Regulations, c) relocating the interior and exterior furnishings of the One To One Apartment, d) use of their own electrical appliances except those permitted by the Accommodation Regulations, e) smoking or handling open flames in the One To One Apartment, f) bringing or keeping any animals in the One To One Apartment, g) breach of any of the Client's obligations upon leaving the One To One Apartment.

4.3 For breach of the Client's obligations set out in these Accommodation Regulations, the Operator shall be entitled to require the Client to pay a contractual penalty, namely: a) For breach of any of the obligations set out in these Accommodation Regulations in the amount of EUR 100.00 for each individual case. 4.4 The relevant provisions of the GTC shall apply to the procedure for withdrawal from the Contract.

Apartment One To One

Art. 5 LIABILITY FOR DAMAGE TO THINGS CARRIED IN 5.1 The Operator's liability for damage to things brought into the Apartment One To One by the Client or brought into the Apartment One To One for the Client is regulated in the GTC.

5.2 The Operator does not under the T&Cs perform special custody for Clients and does not accept any items from Clients for special custody.

5.5 The right to compensation for damage, if caused by the Operator, must be exercised by the Client with the Operator without undue delay after the damage has been discovered by the Client, and this right shall lapse if it has not been exercised no later than the 15th day after the day on which the injured Client became aware of the damage.

5.6 The Operator shall not be liable for any damage or theft of the Client's motor vehicle, including its parts and accessories (roof boxes, bike racks, etc.) or any items contained in the motor vehicle parked in the parking lot in front of the Accommodation Facility, as it is not a secure parking lot and there is no contract between the Client and the Operator for the safekeeping or storage of the motor vehicle.

Art. 6 FINAL PROVISIONS

6.1 The Accommodation Regulations and the legal relations arising on their basis are governed by the laws of the Slovak Republic and the Slovak version of these GTC is the original one.

6.2 Should any provision of these Accommodation Regulations be or become invalid, ineffective or unenforceable, such invalidity, ineffectiveness or unenforceability shall not affect the other provisions of these Accommodation Regulations.

6.3 The competent court of the Slovak Republic shall have exclusive jurisdiction to settle any disputes arising out of these Accommodation Regulations.

6.4 These Accommodation Regulations shall enter into force on the date of issue and shall come into force on 15.5.2022.

6.5 The Price List of Services is a part of the Accommodation Regulations pursuant to Section 754(2) of the Civil Code.

In Štúrovo on 15.5.2022

On behalf of the Operator: Lubomír Balogač



Lubomír Balogač One To One
IČO 46
Banská Bystrica 074 04

COMPLAINT REGULATIONS

of the accommodation facility Apartment One To One, Bruntálska 3360/2, 943 01 Štúrovo

In order to ensure a quick and correct procedure for handling complaints in the accommodation facilities of the operator Ľubomír Balogač One To One is valid in accordance with the relevant provisions of Act No. 250/2007 Coll. on the protection of the Client, this Complaints Procedure:

Art. 1 Right to claim services

If the Client discovers that the provided accommodation services or related services have a defect (they are of lower quality or lower scope than previously agreed or as is customary), the Client has the right to make a complaint. The Client has the right to complain about any deficiencies in the services provided, including the right to have them removed, replaced, supplemented, or to have a new service provided or a reasonable discount on the agreed price of the services paid for.

Art. 2 Application of the complaint

If the Client discovers that the accommodation service provided is defective, he must exercise his right with the responsible accommodation officer or an employee authorised by him immediately and without undue delay at the establishment where the service was provided; his right shall lapse if it has not been exercised by the 15th day after the day on which the injured Client became aware of the damage. When making a claim, the Client shall provide proof of the services provided, proof of payment for the services whose defect is claimed. If the nature of the claimed service requires it, the Client must also present the item whose defect is claimed when making a claim.

Art. 3 Responsibility of the organisation

Complaints shall be handled by the Operator or by the employee in charge of the accommodation, who shall examine the complaint and decide on the manner of its handling. If it is not possible to settle the complaint by agreement, the Operator or the employee authorised by him is obliged to draw up a record of the complaint with the Client. In the record, the Client shall indicate the exact designation of the service provided, the time when the service was provided and a description of the claimed deficiency.

The Operator or the employee authorized by him/her shall decide on the validity of the complaint of deficiencies immediately, in complex cases no later than within 3 working days. This time limit does not include the time required for a professional assessment of the defect. However, the processing of the complaint may not take longer than 30 days. After the expiry of this period, the Client shall have the same rights as if it were a defect that could not be rectified.

The accommodation officer is obliged to issue a confirmation to the Client when the complaint is made. The Operator or the employee responsible for the accommodation authorised by the Operator shall issue a written document stating that the complaint has been settled within 30 days of the date of the complaint.

If the Client is not satisfied with the handling of the complaint, he/she may exercise his/her right in court.

Art. 4 Remediable defects in the service provided

In the field of accommodation services, the Client has the right to free, proper and timely elimination of deficiencies, i.e. replacement or supplementation of minor equipment within the scope of Decree of the Ministry of Health of the Slovak Republic No. 125/1995 Coll.

Art. 5 Irremediable defects in the service provided

Apartment One To One

If technical defects in the room assigned to the Client cannot be removed (heating system failure, poor hot water supply, etc.) and the accommodation facility cannot provide the Client with another alternative solution and the room will be rented by agreement despite this defect, the Client shall have the right to:

- (a) a reasonable discount on the price according to the current price list
- b) cancellation of the accommodation, as a rule, before the overnight stay and a refund if already paid

Art. 6 Claim periods

The client is obliged to attend the complaint in person and to provide objective information concerning the service provided. If the nature of the matter so requires, the Client must allow the Operator or a member of staff of the accommodation establishment access to the premises provided to him in order to ascertain the validity of the complaint.

Art. 7 Final provision

These Complaints Regulations shall enter into force on 15.5.2022. On behalf of the Operator....Lubomír Balogač



Lubomír Balogač One To One
TPK 25
Banštěj, Řečice 374 04