

General Terms and Conditions

Introductory Provisions

Validity and Effectiveness of the General Terms and Conditions

These general terms and conditions, valid and effective from October 1, 2024 (hereinafter referred to as the "GTC"), issued by the company YASNA s.r.o., with its registered office at Demänovská Dolina 340, 031 01 Demänovská Dolina, ID: 52 113 779, registered in the Commercial Register of the District Court of Žilina, Section: Sro, File no.: 75341/L (hereinafter referred to as the "Operator"), apply to the reservation of accommodation and related services provided by the Operator in the accommodation facilities it operates (hereinafter referred to as the "Accommodation Facilities").

Operation of Accommodation Facilities in Accordance with Legal Regulations

The Operator operates the Accommodation Facilities in compliance with the applicable and effective binding legal regulations of the Slovak Republic and/or applicable and effective legal acts of the European Union and/or international treaties and legal acts to which the Slovak Republic is bound (hereinafter referred to as "regulations").

Customer's Agreement with the GTC

By making a reservation of accommodation and related services according to Section 2.1 et seq. (hereinafter referred to as "Reservation"), the customer (hereinafter referred to as "Customer") declares that they have read, understood, and accept the GTC in its entirety as currently applicable.

Customers are recommended, before making (a) an online reservation of accommodation and related services under Section 2.1 to 2.14 (hereinafter referred to as "Online Reservation"), to first familiarize themselves with the current valid and effective GTC of the Operator, as well as the general terms and conditions of the accommodation services intermediary that mediates the reservation of services and the conclusion of the accommodation contract (hereinafter referred to as the "Contract") between the Operator and the Customer (hereinafter referred to as the "Intermediary"), available on the website of the respective Intermediary; and in the case of (b) an offline reservation under Section 2.1 to 2.9 and 2.15 to 2.33 (hereinafter referred to as "Offline Reservation"), to first familiarize themselves with the current valid and effective GTC of the Operator, as well as any additional specific conditions of the Operator.

The Version of the GTC Applicable to the Reservation

For the purpose of the Reservation, the version of the GTC that is valid and effective on the date of making the Reservation by the Customer is decisive. If the GTC are updated

between the time of making the Reservation and the actual utilization of the Reservation by the Customer, the Customer is obligated to comply with the version of the GTC valid and effective at the time of utilizing the Reservation.

Change to the GTC

The Operator reserves the right to unilaterally change the GTC, and such changes shall be effective for the Customer from the day of publication of the updated version of the GTC on the Operator's website (<https://yasna.sk/>) (hereinafter referred to as the "Website").

Protection of Personal Data

The Operator's actions are based on ethical principles and respect for the protection of the Customer's personal data. Information on personal data protection is provided in YASNA s.r.o.'s Privacy Policy and Personal Data Processing Policy, available on the website <https://yasna.sk/>.

Reservation of Accommodation and Related Services

Common Provisions for All Methods of Reservation

Operation of Accommodation Facilities

The operation of individual Accommodation Facilities depends on the decision of the Operator, and information about the current offers of products and services, possible operational restrictions in the operation of individual Accommodation Facilities, additional services (e.g., dining, wellness, etc.), as well as other services provided by the Operator, including any operational restrictions in the Accommodation Facilities, are available daily on the Operator's Website (<https://yasna.sk/>).

Legal Capacity of the Customer

By making a Reservation, the Customer declares and is fully responsible that they are an adult in accordance with the regulations valid and effective in the Slovak Republic (minimum age of eighteen (18) years) and have legal capacity, i.e., the ability to acquire rights and assume obligations in their own name.

Completeness and Accuracy of Customer Data Provided During the Reservation

When making an Online Reservation, the Customer is required to provide all the data requested by the Intermediary in accordance with the Intermediary's general terms and conditions and any other terms of the Intermediary. When making an Offline Reservation, the Customer is required to provide all the complete data related to the Reservation, including but not limited to the data referred to in Section 2.16 et seq. and any other data requested by the Operator. The Operator assumes no responsibility for inaccuracies and/or incompleteness of the data provided by the Customer when making

the Online or Offline Reservation, and the Customer has no legal right to monetary or non-monetary compensation from the Operator.

Making an Offline Reservation

The Operator reserves the right to respond to email and telephone communications related to Offline Reservations only during working hours from 8:00 a.m. to 5:00 p.m. on business days. If the Customer contacts the Operator via email, the Operator will respond on the next business day.

Establishment of a Contractual Relationship

The contractual relationship between the Operator and the Customer arises when the Customer is sent the Reservation Confirmation document by the Operator according to Section 2.26 et seq. (hereinafter referred to as the "Reservation Confirmation") or when the Reservation of the requested services is confirmed by the Intermediary if the Customer makes the Reservation through the Intermediary's reservation system.

Binding Nature of the Reservation

Until the Customer receives the Reservation Confirmation, the Reservation is not binding on either party (neither the Customer nor the Operator), and the Customer has no right to the reserved accommodation (room type, number of rooms, number of persons, etc.) or to the service prices indicated in the price offer under Section 2.18.1 et seq. (hereinafter referred to as the "Price Offer"). The Reservation only becomes binding once the funds are credited in the correct amount with the correct and complete data to the Operator's bank account and the Reservation Confirmation is sent to the Customer by the Operator.

Guarantee of Services Reserved with the Reservation

After confirming the Reservation, the Operator guarantees to the Customer the reserved accommodation and associated services as specified in the Reservation Confirmation document. In case of operational or capacity needs, the Operator reserves the right to provide the Customer or participants of the stay with services in a room of the same or comparable standard as specified in the Reservation Confirmation without requiring the Customer to pay a surcharge for the services.

Specific Requests of the Customer

In the case of special requests (e.g., a baby cot, late check-in or check-out, early check-in or check-out, booking additional services such as massages, wellness treatments, etc., accommodation with a pet, and conditions for accommodating a pet, parking services, etc.), the Customer is obliged to mention these when making the Online or Offline Reservation. Otherwise, the Operator is not required to fulfill the Customer's requests, and the Customer has no legal right to such services.

In the case of a request for a specific room in the Accommodation Facility (e.g., a particular room number, view, floor, orientation, etc.) within the same room type as indicated in the Reservation Confirmation document, the Operator will fulfill the request only if the capacity and operational possibilities of the Accommodation Facility allow and exclusively after paying a fee for reserving a specific room amounting to 5000% of the Reservation price for each night. If this fee is not paid or if the request is not made when booking the Reservation, the Operator cannot guarantee the provision of the services in the specific room. In such cases, the Customer or the stay participant does not have any right to financial or non-financial compensation or claim for damages, nor is it a valid reason for a complaint.

Discount in Certain Cases Specified by the Operator

The Operator reserves the right to offer a discount from the Reservation price for children aged from zero (0) years to the day before the third (3rd) birthday, amounting to 10000% of the Reservation price, without entitlement to a bed or extra bed. The Operator reserves the right to change the age category as well as the discount provided due to age.

Online Reservation

Reservation Through an Intermediary

Reservations can be made through intermediaries with whom the Operator officially cooperates. Customers can search for available accommodation capacities in the Accommodation Facilities operated by the Operator through the online reservation systems of the Intermediaries based on the Customer's preferences (e.g., accommodation facility, arrival date, departure date, room type, number of rooms, etc.) and make a Reservation.

Customer's Obligation to Provide Complete and Accurate Information

When making an Online Reservation through the Intermediary's reservation system, the Customer is obliged to fill in all the required and complete information as specified by the Intermediary. The Operator assumes no responsibility for any defects in the Reservation resulting from the Customer's failure to meet the Intermediary's requirements during the Reservation or payment process.

Customer's Obligation to Pay for the Reservation

When making an Online Reservation, the Customer is obliged to pay for the services reserved in accordance with the general terms and conditions and any other terms of the Intermediary.

Customer's Consent to the Intermediary's Terms and Conditions

By making an Online Reservation, the Customer declares that they have read, understood, and fully accept the general terms and conditions and any other terms of the Intermediary. The Operator assumes no responsibility for any breach of the Intermediary's general terms and conditions or other terms by the Customer.

Reservation Confirmation Issued by the Intermediary

In the case of an Online Reservation, the Reservation Confirmation is issued and delivered to the Customer by the Intermediary. The reservation number assigned to the Customer by the Intermediary during the Online Reservation must be retained and available at all times in case it is needed for claiming the Reservation from the Operator, for possible complaints under Section 5.1 et seq., or in other necessary situations.

Email Reservation

Offline Reservation via Email

Another option for the Customer to make a Reservation is by sending an email to the Operator's email address (info@yasna.sk) to request a Price Offer for the selected accommodation and related services.

Requirements for Email Inquiry

In the email mentioned in Section 2.15, the Customer must specify the basic requirements for the Reservation of services, including:

- Type of Accommodation Facility (specific apartment designation)
- Type of room
- Number of rooms
- Number of persons and their ages (including children under 18)
- Arrival and departure dates
- Customer's full name, permanent address, and date of birth
- Other requests of the Customer
- Contact details (email or phone number) for communication regarding the Price Offer or further inquiries by the Operator.

Delivery of Email Communication

An email message is considered delivered when the time and date are indicated in an automatic email delivery notification, provided such a service is available from the email provider.

Operator's Response to the Email Inquiry

Upon receiving the email inquiry as described in Section 2.16 et seq., the Operator will either:

1. Send the Customer a Price Offer tailored to the Customer's requirements within three (3) business days or,
2. Request further clarification or additional information from the Customer within the same time frame.

Right of the Operator Not to Respond to an Email Inquiry

If the Customer does not provide the required information according to Section 2.16.1 et seq. in the email inquiry, the Operator has the right not to respond to the inquiry.

Late Offline Reservation

In the case of an Offline Reservation made within seven (7) or fewer calendar days before the requested arrival date, the Reservation can only be made if the capacity and operational possibilities of the Operator allow.

Validity of the Price Offer

The Price Offer is valid for twenty-four (24) hours from the moment it is delivered to the Customer and is a non-binding offer, meaning it does not grant the Customer the right to the selected services (capacity) or price.

Customer's Acceptance of the Operator's Price Offer

If the Customer chooses one of the options from the Price Offer, they must contact the Operator via email and confirm their interest in the Reservation according to the Price Offer before the validity of the Price Offer expires.

Preliminary Reservation

If the services selected by the Customer or their price are still valid at the time of the Customer's confirmation of interest in the Price Offer, or if the Customer expresses interest in the changed services or price in case of changes, the Operator will send the Customer an "Information about Preliminary Reservation" document (hereinafter referred to as "Preliminary Reservation Information") by email, containing the details of the services selected by the Customer, the Customer's full name, reservation number, arrival and departure dates, accommodation facility, room type, number of guests and their ages, price of the stay, information about what is included in the price, payment conditions, cancellation conditions, etc.

The Preliminary Reservation Information serves as a basis for making the payment for the preliminary reservation (hereinafter referred to as "Preliminary Reservation"), which contains information about the due date, payment reference number, and payment method. If the correct payment reference number (Reservation number) is not provided, the payment cannot be credited by the Operator, and the payment will be considered as not made.

Due Date for Payment of the Preliminary Reservation

The usual due date for payment of the Preliminary Reservation is three (3) business days from the date the Preliminary Reservation Information is delivered to the Customer. The Operator reserves the right to specify a different due date on a case-by-case basis. If the price for the Preliminary Reservation is not paid in full and on time (in the correct amount with the correct payment reference number and within the due date), the Preliminary Reservation is canceled by the Operator, and the Customer's right to the Preliminary Reservation is forfeited. The Customer will receive an email notification about the cancellation of the Preliminary Reservation, and the Customer has no right to any financial or non-financial compensation.

Expiry of the Price Offer

If the Customer does not express explicit interest in the Price Offer of accommodation and related services submitted by the Operator within the time limit specified in Section 2.21, the Price Offer is no longer valid or current. Alternatively, if by the time the Customer's confirmation of interest in the Price Offer is received, the availability for the Reservation is no longer possible due to, for example, changes in the occupancy of the Accommodation Facility (i.e., another Customer makes a Reservation faster) or a change in price, the Operator will send the Customer a new Price Offer. If the Customer does not express explicit interest in the new Price Offer, the communication between the Customer and the Operator, as well as the inquiry and offer, will expire, and the Customer has no right to any financial or non-financial compensation.

Reservation Confirmation

After the payment for the Preliminary Reservation services is credited to the Operator's bank account, the Customer will promptly receive, within no more than three (3) business days, an email with the "Reservation Confirmation" document sent to the Customer's email address used during the email Reservation, which includes:

- Reservation number
- Basic information about the reserved stay at the Accommodation Facility (including but not limited to the accommodation facility, room type, room number, number of beds, stay participants, the possibility of accommodation with a pet, additional service options, check-in and check-out times, etc.)
- Information about the accommodation facility (e.g., address, parking options, etc.)
- Information about the GTC and cancellation policies (via a link to the relevant web pages).

Binding Nature of the Reservation Confirmation Information

The information provided to the Customer in the Reservation Confirmation according to Section 2.26 et seq. is binding for the Customer and the stay participants. The Customer is obliged to thoroughly check all the information in the Reservation Confirmation upon

its receipt and in case of any doubts, questions, or discrepancies, promptly (i.e., within twenty-four (24) hours) contact the Operator to resolve the situation.

Later discovered discrepancies that the Customer could have detected after receiving the Reservation Confirmation will not be considered, and such discrepancies do not serve as a reason for the Customer or the stay participants to file a complaint.

Reservation Number

The Reservation number listed in the Reservation Confirmation serves as confirmation of the Reservation upon the Customer's arrival at the Accommodation Facility and is also required for any further actions related to the Reservation on the part of the Customer. The Customer is responsible for securely keeping the Reservation number and having it available if needed.

Non-Delivery of the Reservation Confirmation

If the Customer does not receive the email containing the Reservation Confirmation within three (3) business days after paying for the Reservation, it is recommended that the Customer promptly contacts the Operator by phone or email, no later than within three (3) business days.

Telephone Reservation

Offline Reservation via Telephone Communication

To obtain a Price Offer, the Customer may also make a Reservation via telephone by calling the number published on the Operator's Website.

Procedure for Telephone Reservation

For telephone Reservations, the procedure under Sections 2.1 to 2.9 and 2.15 to 2.29 shall apply mutatis mutandis, i.e., the general provisions on Reservation and provisions on Offline Reservation via email shall apply accordingly to this method.

Recording of Telephone Calls

For quality control and service improvement purposes, telephone conversations with the Operator may be recorded.

Specific Method of Communication

If the Customer does not have an email address, the Operator and the Customer will agree on the method of communication and document delivery on an individual basis. The Operator assumes no responsibility for any incorrect and/or incomplete information provided by the Customer during the telephone Reservation.

Payment Conditions

Customer's Obligation to Pay for the Reservation

The Customer is obliged to pay the full price (100%) for the reserved services when making the Reservation.

Method of Payment for the Reservation

The method of payment depends on the Reservation method chosen by the Customer (Online or Offline Reservation). For Online Reservations, the payment conditions are determined by the Intermediary. For Offline Reservations, the Operator reserves the right to specify, extend, or limit the available payment methods, and the Customer is obliged to comply with the payment method specified by the Operator. The Operator specifically reserves the right to limit or exclude any payment method specified in Section 3.3 in cases determined by the Operator, of which the Customer will be informed before confirming the Reservation with payment obligations (e.g., for promotional stays, Last Minute stays, use of a Promo Code, etc.).

Payment Methods for Offline Reservations

For Offline Reservations, the Customer may pay for the Reservation using the following methods:

- Bank transfer
- Payment gateway
- Cash to the Operator.

Bank Fees

The Customer bears all bank fees related to the payment for the Reservation.

Fees Included in the Reservation Price

The Reservation price includes value-added tax (VAT) as well as local taxes and any other fees that the Customer is required to pay under the relevant regulations.

Tax Document for the Reservation

The invoice for the Reservation services (tax document) is issued to the Customer on the day of departure directly by the Operator or an authorized person.

If the Customer wishes to have the tax document issued in the form of an invoice for a legal entity or entrepreneur and the Reservation is made online, the Customer is required to provide the registration country and business name or company ID in the Online form. If it is not possible to retrieve all the identification data for the legal entity or entrepreneur

online, the Customer must enter the exact and correct billing details in the Online form. Changes to the billing details after payment has been made are not possible.

For Offline Reservations, the Customer must specify the request for a tax document (invoice) during the Reservation process via email or phone. Changes to the billing information for Offline Reservations after payment has been made are also not possible.

Changes to the Reservation

Possibility of Changes to the Reservation

Any changes to the Reservation (e.g., change of Accommodation Facility, change of room, change of date, change in the number of persons or age categories, changes to the range of reserved services—either increasing or reducing, etc.) after the Reservation has been confirmed are only possible if the operational and/or capacity options of the Operator allow. The Customer does not have a legal right to change the Reservation after receiving the Reservation Confirmation, and it is solely at the Operator's discretion whether to accommodate the Customer's request for changes to the Reservation.

Method of Changing the Reservation

Any changes to the Reservation after the Reservation Confirmation are possible only by providing the reservation number sent to the Customer in the Reservation Confirmation or assigned by the Intermediary in their reservation system. The Customer can request a change to the Reservation only through the same method used to make the Reservation, i.e., for Online Reservations, only through the Intermediary, and for Offline Reservations, directly with the Operator.

Operator's Right to Deny a Change Request

If the Customer requests a change to the confirmed Reservation that the Operator cannot accommodate due to capacity or other operational reasons, the Operator is not obliged to meet the Customer's request for a change, and the Operator has the right to deny the Customer's request without the Customer being entitled to compensation, damages, or any other financial or non-financial fulfillment from the Operator.

Operator's Right to Assess Change Requests Individually

The Operator reserves the right to assess each Customer's request for a change to the Reservation individually (e.g., change of arrival or departure date, changes related to the Accommodation Facility, number of rooms, room types, number of persons, etc.) under the conditions set by the Operator, which the Operator will communicate to the Customer after receiving the Customer's request for a change to the Reservation and before confirming the change.

The Operator also reserves the right to individually assess and determine the validity of the Customer's request for changes to a confirmed Reservation due to serious reasons on the part of the Customer or the person participating in the stay (e.g., injury, serious illness, death, etc.). For such assessments, the Customer is obliged to provide sufficient evidence of the existence and duration of the serious reasons (e.g., hospital confirmation, medical report, death certificate, etc.) to the Operator without delay, and no later than five (5) calendar days from the occurrence of such an event. The Customer does not have a legal right to a change to the Reservation or any financial or non-financial compensation in these cases.

Possibility of Changing the Reservation Date

Changing the date of a confirmed Reservation is only possible up to the day before the planned arrival date, provided the Operator's capacity and operational possibilities allow. The Customer does not have a legal right to such a change. If the change of Reservation results in a price difference, the Customer is obliged to pay the difference in price for the services in the new term compared to the originally reserved term by bank transfer to the Operator's account and as specified in the document sent to the Customer by email when making the original Reservation. Only after the additional payment is made will the Customer receive a new Reservation Confirmation, and only then does the Customer gain the right to the reserved services in the changed term. If the price remains the same, the originally paid price will be considered valid for the services in the new term.

Non-Use of the Reservation

Complete or Partial Non-Use of the Reservation by the Customer

In the event of complete or partial non-use of the Reservation by the Customer or the person participating in the stay (e.g., not showing up for the stay, arriving late, or leaving early), the Customer is not entitled to any refund, compensation, alternative fulfillment, or damages from the Operator for the unused Reservation.

Non-Use of the Reservation by the Customer Due to Serious Reasons

The Operator reserves the right to assess each request for compensation for unused services individually if serious reasons on the part of the Customer or the stay participant occur (e.g., injury, serious illness, death, etc.). For such assessments, the Customer is obliged to provide sufficient evidence (e.g., hospital confirmation, medical report, death certificate, etc.) to the Operator within five (5) calendar days from the occurrence of such an event. The Customer does not have a legal right to any compensation in these cases.

Cancellation of the Reservation

Inability to Withdraw from the Service Agreement

From the moment the service agreement (hereinafter referred to as the “Contract”) is concluded, the Customer is not entitled to withdraw from the Contract pursuant to Section 7(6)(k) of Act No. 102/2014 Coll. on consumer protection in the sale of goods or services under a distance or off-premises contract.

Possibility of Canceling the Reservation

The Operator allows the Customer to cancel a confirmed Reservation (after the contractual relationship under Section 2.5 arises) for any reason or no reason, in writing to the Operator's registered office specified in Section 1.2 of the GTC or by sending an email notification to the email address provided in the Reservation Confirmation, including the reservation number.

Change or Cancellation of the Reservation by the Operator due to Force Majeure

Inability to Use the Reservation Due to the Operator’s Fault

If, for reasons attributable to the Operator (operational reasons, capacity reasons, etc.), the Operator is unable to provide the reserved services, either fully or partially, after confirming the Reservation, the Operator will inform the Customer without delay (within no more than three (3) business days) via email or phone and, if possible, offer an alternative reservation for a different term without requiring the Customer to pay any additional fees for the rescheduled services.

If the Customer accepts the Operator’s offer, they are not entitled to any further financial or non-financial compensation or damages.

If the Customer rejects the offer, the Reservation will be canceled, and the Operator will refund the amount paid by the Customer in the same manner in which the payment was made, within fourteen (14) calendar days from the date following the cancellation of the Reservation.

Inability to Use the Reservation Due to Force Majeure Circumstances

The Operator is not obliged to provide the Customer or participants in the stay with the Reservation in cases of force majeure. Force majeure refers to obstacles that arise independently of the Operator's will and prevent the fulfillment of obligations, where the Operator could not reasonably have been expected to avoid or overcome the obstacles or their consequences, nor could the Operator have foreseen such obstacles at the time of entering into the contractual relationship (e.g., natural disasters, strikes, wars, interruptions in supplies, etc.). If such circumstances arise, the Operator is obliged to inform the Customer of the situation within twenty-four (24) hours. The Operator and the Customer will then agree on how to address the situation individually. The Customer is not entitled to compensation for any damages arising from such force majeure circumstances.

The Operator is not responsible for the inability to provide services or the inability of the Customer to use reserved and paid services due to force majeure circumstances.

Cancellation Policy

Cancellation Policy for Non-Appearance at the Reserved Stay

If the Customer or participants in the stay, or any of them, fail to show up for the reserved stay as per the Reservation, the Customer is obliged to pay a cancellation fee of 10000% of the total price of the reserved services.

Cancellation Policy for Canceling the Reservation

In the event of a full cancellation of the Reservation or partial cancellation:

- Thirty (30) to seven (7) days before the scheduled arrival, the Operator is entitled to a cancellation fee of 10000% of the total price of the reserved services.

Decisive Date for Applying the Cancellation Fee

The scheduled arrival date (check-in date) indicated in the Reservation Confirmation is decisive for applying the cancellation fee.

Complaint Procedure for Reservations

The complaint procedure set out in Section 5.1 et seq. applies exclusively to claims arising from defects in the services provided by the Operator from the moment of making an Offline Reservation until the Customer or participants in the stay check-in at the Accommodation Facility.

Right of the Customer to Receive Services in the Agreed Scope

The Customer is entitled to receive services in the agreed or standard scope, quality, quantity, and time.

Operator's Right to Assess Complaints Individually

The Operator reserves the right to assess each Reservation complaint individually and determine the validity of the complaint.

Notification of the Operator's Right to Claim the Cancellation Fee

In the event of the cancellation of the Reservation or partial cancellation of the Reservation, or if the Customer or participants in the stay do not show up for the reserved stay, the Operator will send the Customer an email notifying them of the Operator's right to claim the cancellation fee and the amount of the fee in accordance with the GTC,

within fourteen (14) calendar days from the date of the cancellation or the date of the non-arrival for the stay. By making the Reservation according to the GTC, the Customer agrees and acknowledges that the Operator is entitled, in the case of cancellation or partial cancellation of the Reservation, or non-arrival for the stay, to offset the Customer's claim for a refund of the amount paid against the Operator's claim for payment of the cancellation fee, to the extent that these claims overlap. Any amount exceeding the mutual claims of the Customer and the Operator will be paid to the Customer by the Operator in the same manner as the original payment for the Reservation was made, within fourteen (14) calendar days from the date following the cancellation or non-arrival for the stay. The Customer bears all bank fees associated with the refund.

Complaint Procedure for Reservation

Scope of the Complaint Procedure

The complaint procedure set out in Section 5.1 et seq. applies exclusively to claims for defects in the services provided by the Operator from the time the Offline Reservation is made by the Customer until the Customer or participants in the stay check-in at the Accommodation Facility.

Provision of Services in Accordance with Legal Regulations

The Operator provides services related to the Reservation in compliance with the relevant provisions of Act No. 40/1964 Coll. Civil Code, as amended, in conjunction with the relevant provisions of Act No. 250/2007 Coll. on consumer protection and amendments to certain laws, and other generally binding regulations.

Right of the Customer to Services in the Agreed Scope

The Customer has the right to the provision of services in the agreed or standard scope, quality, quantity, and time.

Operator's Right to Assess Complaints Individually

The Operator reserves the right to individually assess each case of a Reservation complaint and to determine the validity of the complaint and the Customer's claims.

Submitting a Complaint for Defects in the Reservation

The Customer is obliged to submit any claims for defects in the Reservation (complaint) without undue delay after discovering the grounds for the complaint, but no later than the next calendar day, otherwise, the right to file a complaint expires.

Method of Submitting Complaints

The Customer can submit complaints regarding defects in the services (complaint) electronically via email to: reklamacie@yasna.sk.

Obligations of the Customer

When submitting a complaint for defects in the Reservation, the Customer is obliged to:

- Include the reservation number
- Provide contact details for receiving a response to the complaint, in case it cannot be resolved immediately
- Specify the facts justifying the complaint
- Attach the Reservation Confirmation
- Provide the Operator with necessary cooperation for the proper handling of the complaint, as requested by the Operator.

Handling of the Complaint

The Operator, after examining the complaint, will decide how to handle it immediately, or in more complex cases, within five (5) business days. The complaint must be resolved within thirty (30) calendar days from the date it was submitted.

Validity of the Complaint

If the Operator acknowledges the validity of the Customer's complaint, the Operator will provide the Customer with a replacement service, which may include:

- The possibility of accommodation, including services reserved with the Reservation, in another room of the same or higher standard
- The same accommodation, including services reserved with the Reservation, in an alternative term.

Replacement Service or Refund of the Reservation Price

If the Customer does not agree to the replacement service or if the Operator's capacity and operational possibilities do not allow for the handling of the valid complaint in the manner described in Section 5.9 et seq., the Customer will receive a refund of the amount paid for the Reservation or a discount from the amount paid, as determined by the Operator.

Customer's Dissatisfaction with the Complaint Resolution

If a Customer—a natural person (i.e., consumer) who does not act within the scope of their business activity, employment, or profession when entering into and performing the Contract—is not satisfied with the way the Operator has handled their complaint, or believes that the Operator has violated their rights, the Customer has the right to contact the Operator with a request for remedy. If the Operator responds to this request with a rejection, or does not respond within thirty (30) calendar days from the date the request

was sent by the Customer, the Customer has the right to submit a proposal to initiate alternative dispute resolution to the relevant body according to Section 12 of Act No. 391/2015 Coll. on alternative dispute resolution for consumer disputes and amendments to certain laws.

The Entity Responsible for Alternative Dispute Resolution between the Operator and the Customer

The responsible entity for alternative dispute resolution with the Operator as the seller is:

- The Slovak Trade Inspection (SOI), which can be contacted at the following address: Slovenská obchodná inšpekcia, Ústredný inšpektorát, Odbor pre medzinárodné vzťahy a alternatívne riešenie spotrebiteľských sporov, Bajkalská 21/A, P.O. Box 29, 827 99 Bratislava; or electronically at ars@soi.sk or adr@soi.sk; or
- Another relevant authorized legal entity registered in the list of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic, whereby the Customer has the right to choose which of the listed entities to contact.

Manner of Exercising Rights through Alternative Dispute Resolution

The Customer can submit a proposal for alternative dispute resolution using the online dispute resolution platform, which is available at: <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=SK>. More information about alternative dispute resolution for consumer disputes is available on the Slovak Trade Inspection's website: <https://www.soi.sk/sk/Alternativne-riesenie-spotrebitel'skych-sporov.soi>.

Accommodation Rules

Responsibility for Brought-in Items

The Operator is not responsible for any damage to items brought in or left by the Customer and/or persons accommodated in the Accommodation Facility based on the Reservation, either in the interior or the exterior areas of the Accommodation Facility. It is the sole responsibility of the Customer to store their items in a place designated by the Operator or in a manner that prevents theft or damage by a third party.

Responsibility for Lost Items

The Operator is not responsible for forgotten or lost items belonging to the Customer and/or persons accommodated in the Accommodation Facility based on the Reservation, either in the interior or exterior areas of the Accommodation Facility. Found items that are proven to belong to the Customer and/or persons accommodated in the Accommodation Facility based on the Reservation will be sent by post upon the Customer's written request. For the avoidance of doubt, if the Operator sends the found

item to the Customer, the Customer bears all shipping costs and is obliged to pay the Operator within three (3) calendar days from the delivery of the item.

Customer's Obligation to Prevent Damages

The Customer and/or persons participating in the stay at the Accommodation Facility based on the Reservation are obliged at all times to act in a way that prevents damage to the health and property of any person, as well as to nature and the environment. If the Customer and/or a person participating in the stay at the Accommodation Facility based on the Reservation causes damage to health, property, nature, or the environment, they are fully responsible for their actions.

Prohibition of Vulgar and Violent Behavior in the Accommodation Facility

In the case of gross violation of the accommodation rules, including vulgarity, violence, or inappropriate behavior, the Customer and/or persons participating in the stay at the Accommodation Facility based on the Reservation may be asked to immediately leave the Accommodation Facility without the right to a refund for the Reservation.

Prohibition of Moving or Modifying the Operator's Property

It is prohibited to move any technical equipment or property of the Operator within the Accommodation Facility or its surrounding areas without the Operator's explicit consent. It is also strictly forbidden to modify or make changes to the Operator's property. In the event of unauthorized handling of the Operator's property, the Customer is fully responsible for the damage caused by them or persons participating in the stay at the Accommodation Facility based on the Reservation.

Prohibition of Using Electrical Appliances

The Customer or persons participating in the stay at the Accommodation Facility based on the Reservation are not allowed to use their own electrical appliances with a power consumption exceeding 1000W within the Accommodation Facility, other Operator premises, or the surrounding areas without the Operator's consent.

Prohibition of Bringing Weapons, Ammunition, and Weapon Replicas

Bringing and storing any weapons, ammunition, or weapon replicas in the Accommodation Facility is prohibited. The use of weapons or weapon replicas in the surrounding areas of the Accommodation Facility is also prohibited, especially after sunset. If a third party calls the police due to fear for their safety or that of others because of the presence of weapons, ammunition, or replicas, the Customer or persons carrying or storing these items at the Accommodation Facility will be fully responsible for their actions.

Prohibition of Smoking and Use of Narcotic and Psychotropic Substances

It is strictly forbidden to smoke tobacco or non-tobacco products (e.g., cigarettes, cigars, electronic cigarettes, etc.) or to use narcotic and psychotropic substances inside the Accommodation Facility. Smoking is allowed only in designated outdoor areas of the Accommodation Facility, where the Customer is required to dispose of cigarette butts in designated trash bins. Violators may be fined 5000 EUR, and the fine must be paid by the violator before the end of the stay.

Prohibition of Starting Fires in the Accommodation Facility

It is strictly prohibited to start fires, set up fireplaces, or grill inside the Accommodation Facility. Such activities are only allowed in designated outdoor areas of the Accommodation Facility.

Night Quiet Hours

The Customer and/or persons participating in the stay at the Accommodation Facility based on the Reservation are required to observe quiet hours from 10:00 p.m. to 6:00 a.m. local time. In case of violation of the quiet hours, the Customer and/or persons participating in the stay will be fully responsible for their actions.

Customer's Arrival at the Accommodation Facility

Upon arrival at the Accommodation Facility, the Customer must check the condition of the accommodation unit and its inventory according to the inventory list placed in the unit. Any damage or discrepancies must be reported to the Operator immediately (within one (1) hour).

Check-In and Check-Out

The Customer is required to arrive at the Accommodation Facility no earlier than 3:00 p.m. on the first day of their stay and leave no later than 10:00 a.m. on the last day.

Customer's Obligations Upon Departure from the Accommodation Facility

Upon leaving the Accommodation Facility, the Customer is obliged to close all water valves, turn off electrical appliances (e.g., lights, TV, etc.), and ensure all doors are properly locked. The accommodation must be returned in the same condition as it was upon arrival, with all furniture and items in their original positions, and any kitchenware must be cleaned and stored properly. Failure to do so will result in an additional service fee of 2000 EUR. In case of any damage to the inventory or accommodation, the Customer must report the damage to the Operator before check-out.

Final Provisions

Governing Law

The GTC and all legal relationships arising from them and the Reservation are governed by the laws of the Slovak Republic. Any legal relationships not regulated by these GTC are subject to the regulations valid in the Slovak Republic.

Jurisdiction of Slovak Courts

Any disputes arising from these GTC or legal relationships based on them, including disputes regarding their interpretation, will fall under the jurisdiction of the Slovak courts if the participants in the legal relationship cannot reach an amicable settlement.

Salvatorian Clause

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