General Terms and Conditions

Chateau Grand Castle — accommodation, catering, wellness and additional services

Effective from 1 July 2026

I. Introductory provisions and identification of the seller

AVANS s.r.o., with its registered office at Holubyho 1, 811 03 Bratislava, Company ID (IČO): 31 318 967, Tax ID (DIČ): 2020298698, VAT ID: SK2020298698, registered in the Commercial Register of the Municipal Court Bratislava III, Section Sro, Insert No. 2371/B, acting through its executive director Ing. Dagmar Machová; the company may also be represented by Ing. Martin Mach (hereinafter the “controller” or the “hotel”).

Premises: Chateau Grand Castle, Magdalény Zai 1, 033 01 Liptovský Hrádok.

Contact: tel. +421 915 812 900, e-mail: reservations@grandcastle.sk, web: www.grandcastle.sk.

Bank details: TATRSKBX, IBAN: SK56 1100 0000 0029 2884 46561.

These General Terms and Conditions (hereinafter the “GTC”) govern the rights and obligations between the controller as the seller and the client in the provision of hotel services. The GTC are prepared in accordance with Act No. 40/1964 Coll., the Civil Code, Act No. 108/2024 Coll. on Consumer Protection, Act No. 391/2015 Coll. on Alternative Dispute Resolution for Consumer Disputes, and other generally binding legal regulations of the Slovak Republic.

2. The GTC form an integral part of every contract and/or reservation. By submitting a reservation or concluding a contract, the client confirms that they have familiarized themselves with the GTC and agree to them.

3. Deviating written agreements between the controller and the client take precedence over the wording of the GTC.

II. Definitions

1. Client — a natural or legal person who concludes a contract for the provision of services with the hotel or submits a binding reservation. A consumer is a client – a natural person who is not acting within the scope of their business activity.

2. Services — accommodation, catering, wellness, congress, and other additional services provided by the hotel, including tours of the castle.

3. Reservation — a binding order for services made via the hotel’s website, booking portals (e.g. Booking.com), by e-mail, or at reception.

4. Check-in is at 2:00 p.m., check-out at 10:00 a.m. on the agreed day. No-show means the client’s failure to arrive without cancelling the reservation. Early check-in / late check-out means an earlier arrival / later departure than the times stated above.

5. Price list — the price list for rooms and other services valid at the time of the reservation, or at the time the service is provided, respectively.

6. House Rules and Complaints Procedure are separate hotel documents published at www.grandcastle.sk and at reception; they are binding on the client.

III. Formation of the contractual relationship and reservation

1. The contractual relationship arises upon written or e-mail confirmation of the reservation by the hotel, or upon conclusion of a written contract.

2. The reservation must include: the client’s first name and surname (or company name and billing details), the stay dates, the number of guests, contact details, and the scope of ordered services.

3. The hotel will issue a reservation confirmation, or a pro forma invoice, as applicable. For online reservations, the client must state the assigned reservation number when making changes.

4. The hotel is not obliged to comply with a request to change a reservation if capacity or operational reasons do not allow it; the client is not entitled to any compensation in such a case.

IV. Prices and payment terms

1. Service prices are stated in the hotel’s price list, are final, and include VAT. They do not include the local accommodation tax, which the client pays upon departure.

2. The price stated in the reservation confirmation is binding. Promotions and discounts cannot be combined or accumulated.

3. The hotel is entitled to require an advance payment of up to 100% of the price of ordered services upon reservation. The reservation becomes binding once the advance payment is credited to the hotel's account.

4. Payment may be made: a) online by payment card via a secure payment gateway, b) in cash or by payment card at reception, c) by bank transfer to the hotel's account (variable symbol = reservation number).

5. Online card payments are processed via the secure GP WebPay payment gateway (mediated by the provider OnePos). The hotel does not store the client's payment card data.

6. A tax document (invoice, or e-cash register receipt) is issued on the day of the client's departure; for groups with agreed invoice payment, within 14 days of departure. In the event of late payment, the hotel is entitled to charge statutory default interest.

V. Delivery terms — provision of the service

1. The hotel will hand over the reserved room type to the client from 2:00 p.m. on the day of arrival. The client is not entitled to a specific room unless separately agreed.

2. The client is obliged to vacate the room by 10:00 a.m. on the day of departure, unless otherwise agreed.

3. For late check-out and early check-in, the hotel is entitled to charge a fee according to the current price list published at www.grandcastle.sk.

4. If the client does not register by 10:00 p.m. on the day of arrival and has not agreed on a later arrival, the hotel is entitled to release the room to another client (no-show); payment for the service will not be refunded to the extent of the cancellation terms under Article VIII.

5. The client is obliged to inspect the room immediately after arrival and to report any deficiencies or damage to reception without delay. The client is liable for damage to the room and its furnishings caused during the stay.

6. The client is obliged to comply with the hotel's House Rules. The hotel is not liable for failure to provide services due to force majeure.

VI. Gift vouchers

1. A gift voucher can be purchased at reception, online at www.grandcastle.sk, or by order. It is issued as a voucher with a nominal value or for a specific stay package.

2. The validity of the voucher is stated directly on the voucher and varies depending on the type of voucher. An extension of validity is possible, if the type of voucher allows it, for a fee according to the current price list.

3. The voucher is transferable. It cannot be exchanged for cash, refunded, or cancelled. Discounts do not apply to the purchase or redemption of vouchers. Any unused value expires upon the end of its validity.

VII. Group reservations and events

1. A group is understood to mean a reservation of 10 or more persons, or an event involving the provision of multiple services (weddings, conferences, etc.). The scope of services is determined by the contract or reservation.

2. The client is obliged to notify the final number of participants no later than 5 calendar days before the event. A change in the number of more than 10% must be agreed in advance; the hotel reserves the right to adjust the price or premises.

3. The client is not entitled to bring their own food and beverages without the hotel's prior written consent; in such a case, the hotel will charge a service surcharge, or corkage fee, according to the price list.

4. The client is liable for damage caused during the event. For smoking in a room, the hotel is entitled to charge a fee of €300; for gross soiling of the premises, a fine of €300 and reimbursement of the costs of restoring the original condition, including compensation for damaged inventory. For triggering a false fire alarm and similar violations, the hotel charges a fee according to the current price list published at www.grandcastle.sk.

VIII. Withdrawal from the contract and cancellation terms

1. Exception to the 14-day right of withdrawal. The client – consumer acknowledges that, pursuant to Section 19(1) of Act No. 108/2024 Coll., they may not withdraw from a contract for accommodation or from a contract for the provision of services related to leisure-time activities, if the hotel undertakes to provide these services at an agreed time or within an agreed period. Accordingly, the standard 14-day right of withdrawal for distance contracts does not apply to reservations for stays, events, and wellness services with a specified date.

2. The client has the right to cancel ordered services in writing, by e-mail to reservations@grandcastle.sk, stating the reservation number. As liquidated damages, the hotel is entitled to a cancellation fee according to the following rates.

Cancellation rates — individual guests:

a) 30 or more calendar days before arrival — free of charge;

b) 15–29 days before arrival — 50% of the price of ordered services;

c) 14 days or fewer before arrival, and no-show — 100% of the price of ordered services.

Cancellation rates — groups and events (10+ persons):

a) 60 or more days — free of charge; b) 30–59 days — 50%; c) 15–29 days — 80%; d) fewer than 15 days — 100%.

3. Promotional and non-refundable offers and stay packages are subject to 100% payment in advance. If the client cancels such a reservation, regardless of the time of cancellation, the hotel will not refund the payment made.

Cancellation rates are valid from 1 July 2026 and must be consistent with the terms set in the Ellipse system and on booking portals.

4. In the event of extraordinary reasons on the client's part (in particular illness, death, or natural disaster), the hotel is entitled to waive the cancellation fee upon submission of credible written evidence.

5. Any overpayment (payment made exceeding the cancellation fee) will be refunded by the hotel to the client by bank transfer to the original means of payment, or to the account from which the payment was made, within 14 days from the date the cancellation is received.

6. The hotel is entitled to withdraw from the contract, in particular in the event of force majeure, non-payment of the agreed advance payment, provision of false information by the client, or breach of the GTC or House Rules. The hotel is entitled to immediately terminate the stay without entitlement to a refund of the price in the event of intentional damage to property, gross violation of good morals, or endangerment of other guests.

IX. Complaints

1. The client's rights arising from liability for defects in services and the procedure for exercising them are governed by the hotel's Complaints Procedure, published at www.grandcastle.sk and at reception.

2. The client is obliged to lodge a complaint without undue delay after discovering the defect with the responsible employee at the relevant department, or at reception.

X. Alternative Dispute Resolution (ADR)

1. If a client – consumer is not satisfied with the way a complaint was handled, or believes that the hotel has violated their rights, they have the right to approach the hotel with a request for redress at reservations@grandcastle.sk.

2. If the hotel responds to the request negatively or fails to respond within 30 days, the consumer has the right to file a proposal to initiate alternative dispute resolution pursuant to Section 12 of Act No. 391/2015 Coll. The competent entity is the Slovak Trade Inspection Authority, Central Inspectorate, ADR Department, Bajkalská 21/A, P.O. Box 29, 827 99 Bratislava, e-mail: ars@soi.sk, adr@soi.sk, or another authorized legal entity listed in the register of the Ministry of Economy of the Slovak Republic.

3. The consumer may use the ODR (Online Dispute Resolution) platform at: https://ec.europa.eu/consumers/odr. The supervisory authority is the Slovak Trade Inspection Authority.

XI. Liability for damage

1. The hotel is not liable for money and valuables stored outside the hotel safe. It is liable for damage to items brought in to the extent provided under the Civil Code; without limitation if the items were taken into special safekeeping.

2. The provision of a parking space does not create a safekeeping contract; the hotel is not liable for theft of or damage to vehicles.

3. The client is liable for all damage caused during the stay; a child's legal representative is liable for damage caused by the child.

XII. Protection of personal data

1. The hotel processes clients' personal data in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 18/2018 Coll. Details are provided in the Privacy Policy document published at www.grandcastle.sk.

XIII. Final provisions

1. The GTC and the legal relationships arising from them are governed by the laws of the Slovak Republic. Disputes are resolved by the competent court of the Slovak Republic, unless resolved through ADR.

2. The hotel reserves the right to amend the GTC. The obligation of written form is fulfilled by publication at www.grandcastle.sk.

3. These GTC take effect on 1 July 2026 and replace all previous versions.

In Liptovský Hrádok, on 1 July 2026

AVANS s.r.o., Ing. Martin Mach, Executive Director