

Cancellation policy of the service

Booking.pluxee

Excerpt from the General Terms and Conditions of Booking.pluxee:

The Operator's website and technical solution are not primarily intended for additional **changes to reservations**. If the Website environment offers the possibility of additional changes to a given reservation, this is a **service at the Customer's request** and the Operator cannot guarantee its provision.

Cancellation conditions are determined by the accommodation service provider selected by the Customer.

In cases where the accommodation service provider does not allow cancellation of the accommodation reservation, the Customer shall pay the accommodation price due at the time of booking. Funds paid for unused accommodation are not refunded to the Customer by the Operator.

In cases where the accommodation service provider allows cancellation of the accommodation reservation, the Customer shall pay the accommodation price no later than 7 days from the date of reservation. During this time, the reservation may be cancelled without payment; in the event of cancellation after payment and/or due to the legal relationship between the Customer and the selected accommodation service provider, the Customer shall be entitled to use the Service at the same value on an alternative date no later than the following 12 months from the date of cancellation, unless otherwise agreed between the Customer and the selected accommodation service provider.

In cases where the booking portal or accommodation service provider sets a time limit for handling cancellation conditions, it applies (beyond the scope specified in this article) that any requests through the Operator must be made **at least one hour before its expiration** during the Operator's usual working hours on the working day.

The Client is obliged to submit requests for cancellation or change of reservation exclusively through the Operator; requests submitted directly to the booking portal (including Booking.com) or to the accommodation service provider are not considered to be properly submitted.

In the case of ordering accommodation that is to be performed on a certain date or in a certain period in accordance with the provisions of Section 1837 letter j) of the Civil Code, the consumer is not entitled to withdraw from the contract within a 14-day period due to the conclusion of the contract by distance means.

In the event of purchasing a voucher not tied to a specific accommodation date and facility of the accommodation service provider, the Customer, who is a consumer, is entitled to withdraw from the contract and request a refund of the funds paid, no later than 14 days from its purchase; the above does not apply if the voucher has been redeemed.