



## Terms and Conditions

Thank you for choosing our Hotel St. Joseph Royal Regent for your stay in Karlovy Vary. Please find below the Terms and Conditions related to your booking. By proceeding with the reservation via any available booking channel you accept and agree with these Terms and Conditions.

### CHECK-IN AND CHECK-OUT TIME

Check in time: from 14:00

Check out time: until 11:00

A valid government-issued identification or passport is required at check-in.

### RATES AND DEPOSIT

A valid credit card is required for all reservations to secure your reservation.

Credit card may be charged for the amount indicated on the booking confirmation page and email at any time after your booking confirmation.

Please note that upon check-in it is necessary to present the credit card used in the reservation confirmation process.

The rates quoted are based on your period of stay. Rates are subject to change as a result of changes in your arrival and/or departure dates.

The rates quoted are in CZK. Exchange rates are for information purposes only.

Rates do not include any applicable prevailing government taxes. Spa tax fee 50,- CZK per person per night will be charged at the hotel reception.

### HOTEL CANCELLATION POLICY

All reservations are CC guaranteed or 100% pre-paid.

**Cancellation policy: NON-REF** (hotel and spa stays)

NON-REF reservations require full pre-payment and are non-cancellable, non-amendable and non-refundable.

Total amount of the entire period of your stay will be charged to your credit card upon reservation.

**Cancellation policy: STANDARD** (spa stays and wellness packages for 4 or more nights)

Cancellations can be made without penalty up to 14 days before arrival.

If cancelled 14-7 days before arrival, cancellation fee of 50% of total amount of your reservation will be charged.

If cancelled 6-3 days before arrival, cancellation fee of 75% of total amount of your reservation will be charged.

If cancelled 2-0 days before arrival, cancellation fee of 100% of total amount of your reservation will be charged.

In the event of no-show 100% of total amount of your reservation will be charged.

For stays where one or more nights are in TOP season are subject to special cancellation policy.

CHILDREN AND EXTRA BED POLICY (extra bed for a child or third person is possible upon request only):

0-2,99 years - free of charge (child in baby cot)

3-5,99 years – children on extra bed are free of charge

6-11,99 years – for children apply special child rate

12+ years are charged as adults

Special offer for extra bed may apply upon a seasonal offer.

#### FURTHER INFORMATION AND CONTACT DETAILS

If you wish to cancel or amend an existing reservation, simply click on the reservation link on your reservation confirmation or contact us directly. Amendments are subject to availability and those made outside the cancellation period may be subject to cancellation charges.

Please note that all special requests are subject to availability and additional charges may apply.

If you have any enquiries, please do not hesitate to contact us at the following e-mail address [reservations@royalregent.cz](mailto:reservations@royalregent.cz) we'd be happy to assist you with your concern. For better communication, always use your booking number.

Thank you for your reservation, we are looking forward to welcome you in our Hotel St. Joseph Royal Regent in Karlovy Vary.

St. Joseph Royal Regent Superior Spa & Wellness Hotel

Zahradni 7 - 360 01 Karlovy Vary, Czech Republic

24 hours a day:

Tel.: +420 353 363 111

E-mail: [reception@royalregent.cz](mailto:reception@royalregent.cz)