

# GENERAL TERMS AND CONDITIONS

## (T&C) – Maratón s.r.o.

### 1. Identification data of the operator (Seller)

- **Business name:** Maratón s.r.o.
- **Registered office:** Strojársená 2966/11A, 040 01 Košice
- **Company ID:** 36570796
- **VAT ID:** 2021724100
- **VAT ID:** SK2021724100
- **Entry in the register:** Municipal Court Košice, Section Sro, Insert number: 13970/V
- **E-mail contact:** [recepacia@hotelmaraton.sk](mailto:recepacia@hotelmaraton.sk)
- **Phone number:** 0911602093
- **Supervisory authority:** Slovak Trade Inspection (SOI), SOI Inspectorate for the Košice Region

**2. Introductory provisions and definitions** 2.1. These General Terms and Conditions (hereinafter referred to as the "GTC") govern the legal relations between Maratón s.r.o. (hereinafter referred to as the "Hotel" or "Provider") and the client (hereinafter referred to as the "Client" or "Guest"). 2.2. The GTC apply to contractual relationships arising from the online booking of accommodation and additional services through the booking system on the Website. 2.3. By sending a reservation and granting consent to these GTC in the booking process, these terms and conditions become binding for both parties and form an integral part of the concluded contract.

**3. Order and conclusion of the contract** 3.1. The client chooses specific services and dates available in real time via an online interface. 3.2. The contract is concluded at the moment of delivery of the reservation confirmation by the Hotel and the subsequent payment of the price of the stay or deposit according to the selected payment terms. 3.3. The Client is entitled to the provision of services in the scope and quality that have been duly specified in the confirmed order and paid in full.

**4. Payment Terms and Prices** 4.1. All prices for accommodation and services are listed in the reservation system as final, including the relevant VAT rate. 4.2. Payment for the ordered services can be made by the following methods:

- **Online payment card (CardPay/GP webpay):** Instant payment via a secure payment gateway. The reservation is guaranteed only after the transaction has been successfully authorized.
- **Bank transfer:** Made based on the details in the order confirmation. 4.3. The deadline for crediting the payment in the case of bank transfer is 24 hours from the creation of the reservation. In the event that the Client fails to pay the price of the services within this period, the reservation will be automatically cancelled by the system and the contract will expire.

**5. Delivery Terms (Service Claim)** 5.1. The technical delivery of the digital performance of the contract takes place in the form of the delivery of a confirmation e-mail (Voucher). This e-mail is delivered to the Client immediately after successful payment to the address specified in the order. Delivery is considered to have been fulfilled at the moment of successful sending of an e-mail from the Provider's server. 5.2. The place of physical provision and performance of the service is Hotel Maratón s.r.o., Strojárska 2966/11A, 040 01 Košice. The time range of the service (check-in and check-out) is governed by the Hotel's accommodation rules.

**6. Cancellation Policy and Refunds** 6.1. The Client has the right to cancel the reservation at any time before the start of the stay in writing (by e-mail to [recepacia@hotelmaraton.sk](mailto:recepacia@hotelmaraton.sk)) or via the user interface of the system. 6.2. The amount of the cancellation fee, which represents a flat-rate compensation for damage caused to the Hotel, is determined by the time of cancellation of the reservation:

- 5 - 7 and more days in advance: 25% of the total price of the order.
- 4 or more days in advance: 50% of the total price of the order.
- 3 days in advance: 75% of the total price of the order.
- 2 days in advance: 100% of the total price of the order.
- Less than 1 day in advance or no-show: 100% of the total price of the order. 6.3. The refund of funds, after deduction of the applicable cancellation fee, will be made in the same way as was used for the original payment (reverse card transaction or bank transfer), unless otherwise agreed by the parties. 6.4. The Provider shall refund the remaining funds within 14 days of receipt of the cancellation, provided that the Client has provided all the data necessary for the refund (e.g. IBAN for bank transfer).

**7. Claims and Complaints** 7.1. The procedure for claiming and handling complaints is governed by the Hotel's Complaints Procedure and the applicable legal regulations of the Slovak Republic (Consumer Protection Act). 7.2. The Client is obliged to file a complaint for obvious defects immediately after their discovery directly at the Hotel reception or in writing, so that the remedy can be made immediately. The Hotel is

obliged to issue the Client with a "Confirmation of Complaint". 7.3. The authorized employee will decide on the complaint immediately, in complex cases within 3 working days. The settlement of the complaint (including the removal of the defect or the provision of a discount) may not take longer than 30 days from the date of its application. 7.4. In the event of a remediable defect, the Client has the right to free removal. In the event of an irreparable defect preventing the use, the Client has the right to exchange the service, an appropriate discount or withdraw from the contract.

**8. Alternative dispute resolution (ADR)** 8.1. The Client in the position of a consumer has the right to turn to the Provider with a request for redress. If the Provider responds negatively or does not respond within 30 days, the Consumer has the right to file a motion to initiate alternative dispute resolution pursuant to Act No. 391/2015 Coll. 8.2. The relevant entity for ADR is the Slovak Trade Inspection (SOI), Prievozská 32, 827 99 Bratislava. 8.3. The Consumer may also use the ODR online platform to submit a claim: [https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index\\_sk.htm](https://europa.eu/youreurope/business/dealing-with-customers/solving-disputes/online-dispute-resolution/index_sk.htm).

**9. Privacy Policy (GDPR)** 9.1. The processing of personal data is carried out in accordance with Regulation (EU) 2016/679 (GDPR) and Act No. 18/2018 Coll. primarily for the purpose of fulfilling the contract and legal obligations. 9.2. The processing of data for marketing purposes (sending newsletters) is carried out exclusively on the basis of the consent or legitimate interest of existing customers. Complete information is available in the "Privacy Policy".

**10. Final Provisions** 10.1. These GTC and all contractual relationships are governed by the laws of the Slovak Republic. 10.2. These GTC enter into force and effect on 1.4.2026.