

Supplier: Jerome Incoming, Ltd.

Company reg. in the Business Registry kept with the
Municipal Court in Prague, Section C, Entry No. 61791
Registered office: Nerudova 34, 110 00 Prague 1
Company ID No.: 256 93 891
Tax ID No.: CZ256 93 891
e-mail: info@jerome.cz

Subject of Cooperation: regulation of the rights and obligations of the contract parties during mutual cooperation when providing accommodation and other related tourism services.

Form of cooperation: The Supplier undertakes to provide accommodation, food and other tourism services in the composition, dates, scope, form and agreed prices. With regard to any complaints, compensation must be requested from Jerome Incoming immediately, either by the Client (as an entity) or by the foreign partner (agency) that negotiated the reservation. It is necessary to lodge complaints immediately on location, verbally or over the telephone, and then in writing within 3 days from the date when the event occurred, at the latest.

Price Agreement, Clearance and Invoicing : Prices, as well as the form of cooperation, determining of capacity and valid cancellation terms must be agreed in advance in writing.

The Supplier shall issue to the Client for fixed orders an advance invoice in the amount of 50% of the sum of the ordered services. This invoice shall be payable 45 days before the arrival of the group.

The Supplier shall issue the final invoice for the negotiated and provided services 10 days before arrival of customers, at the latest. The amount has to be paid before arrival of the customers to the hotel. If the money are not on the account at the agreed day, Jerome has the right to cancel the reservation without any compensation.

For individual reservations, the invoice shall be issued and paid the 5 days before customer's arrival (if not agreed otherwise).

If the invoiced amount or its part is overdue, overdue charges 0,5% of the sum/day shall be applied. Invoice is considered paid when the money are on account.

Accommodation prices include 10% VAT. If VAT or other fees change, the Supplier has the right to adjust the prices with immediate effect.

Implementation of Orders : The Client shall send in writing all of the reservations, changes or cancellations, either by fax or in electronic form, and they shall be confirmed in writing by the Supplier by the following business day, at the latest. E-mail Confirmation is considered as a contractual relationship. The customer is obliged for group bookings supply a list of names no later than 7 days before arrival. In case you fail to do so, the supplier is entitled to cancel this group. If the Supplier is unable to provide the ordered and confirmed service in the confirmed hotel, the Supplier shall secure and provide services in the same extent and quality in a hotel the same category and a similar location.

Cancellation Terms : A group must consist of at least 15 persons or 7 rooms, if not specified otherwise.

Both the partner and the Client are entitled to withdraw from a confirmed reservation 45 days before arrival at no charge. If client cancel reservation later than 45 day before arrival, Jerome shall request fees according to the date of cancellation.

45 days before arrival - no charge, 44-31 days before arrival - 30% of total amount, 30-15 days before arrival-60% of total amount, 14-7 days before arrival - 80% of total amount, 6 or less days before arrival 100% for all of the ordered services

Jerome accepts a 5% decrease of the number of the people in the group from the original number of people the latest 3 days before arrival.

Individual Clientele: 3 days before the arrival at the latest, at no charge, 2 days before arrival - 100% of the first night

FOR specific days cancellation conditions may differ.