

Cancellation Policy

Customer: a person who request/claims services

Provider: Pension Edison

Reservation/booking: requested service

Every booking can be canceled if executed properly, an email (including a delivery confirmation) must be sent to address: info@pension-edison.cz.

Customer is allowed to cancel a reservation free of charge in case that cancellation request is sent more than 7 days before the day of arrival. Otherwise a cancellation fee can be applied up to 100% of the total price of the booking. In case of no-show the fee is applied automatically. This does not apply in case of a bigger groups.

Booking can be shorted on request. This service is free of charge if will be requested more than 24 hours before 3 PM, considering the day/s to be excluded from booking. Else a fee of 100% of the total price of the booking is charged.

Different conditions may be applied in case of bigger groups (3 or more rooms) on request.

Fee exclusions are: death in family, hospitalization in the hospital, hospitalization of a family member in the hospital, serious disease, commanding order, natural disaster. An exclusion can be applied only if a proper documentation related to the event is delivered to the provider within 3 days since the event started. The customer must sent an email (including a delivery confirmation) to address: info@pension-edison.cz.

Provider may require a payment of 50% of the booking price in advance in case of a bigger groups. Full payment is returned in case of cancellation more than 30 days before the booking start date. Otherwise payment return applies only in case that affected rooms will be successfully in a rent during affected days.

1) Price and service

The price and services are declared on a providers websites and prospects. Provider has a right to change the price for example in case of local events. Customer will be always charged by the price mentioned in a booking or voucher that also describes the services that are included. Provider has a right to change terms and conditions.

2) Terms and conditions Those terms and conditions are valid for every services provided by Pension Edison. It is considered that customer agree with the terms and conditions with every single reservation/booking request.