

Basic conditions

Please read carefully the following conditions to avoid possible future misunderstandings. The General conditions at the end are there for your legal safety and Prague City Apartments (PCA); and our liability and you security. We really appreciate your interest in our services. We will do our best to make your stay in the Czech Republic an enjoyable one.

Rates

All the rates are obligatory given in local currency CZK (Czech Crowns). All rates shown in other currencies are subject to change depending on daily foreign currency/CZK exchange rate. The total amount in other currency is confirmed at the time of payment.

Alternative services

PCA makes no guarantees about the exact apartment of the specific reservation. PCA will offer and book alternative services wherever possible when the requested service is not available. An alternative service is offered and booked at the same or higher quality as the service requested. Please advise us if you don't wish to have any alternative services.

Vouchers

Vouchers are issued and sent after receiving a definite confirmation. Vouchers include all the details about the service and must be presented at any check-in. If we are advised that you are travelling without a voucher we will advise the service provider. We are not responsible for any charges incurred by lack of vouchers. If a hotel does not accept a voucher, then they are liable and not PCA

Refunds

Claims for refunds must be made within 30 days of any disputed service. Claims must include full details and documentation. If the claimed service is paid by credit card, a copy of the credit card statement must be enclosed with the claim.

Payments

Payments are available by credit cards (VISA-AMEX-EC/MC); cash in any currency listed on PCA exchange rates table and by wire transfer.

Deposits

We require to guarantee your reservation by valid credit card authorization or by deposit. Exact amount of required guarantee is specified at the time of reservations and depends on the exact type of service. Refundable security deposit is required upon check-in. It covers damages, stay extensions, misuse of apartments etc. - for full conditions refer to refundable security deposit form please.

Check-in/ check-out

Check-in is specified on the vouchers. Check-in for all hotels and apartments is at 14.00. Standard check-out time is 11.00 a.m. at the departure day.

Cancellations & Changes

Cancellations on the spot on the day of check-in are available due to serious reasons (illness, unsatisfactory service etc.). In this case the deposit will be returned in full. For other conditions see cancellation conditions related to the specific service.