

General Terms and Conditions

Business Terms and Conditions for the operating unit Hotel Arcade, Jána Cikkerova 1, Banská Bystrica, 974 01

(§ 273(1) of the Commercial Code as amended)

Article I.

Introductory Provisions

1. The purpose of these Terms and Conditions (hereinafter “T&Cs”) is to regulate the rights and obligations arising in the legal relationships between the operator of Hotel Arcade (hereinafter the “HOTEL”), ARCADE spol. s r.o., with its registered office at Námestie SNP 5, 974 01 Banská Bystrica, ID No.: 46 968 806, registered with the Commercial Register of the District Court Banská Bystrica, Section Sro, Insert No. 23489/S, and its contractual partners—natural persons and legal entities—when providing accommodation, catering, conference and other MICE services, parking, as well as the hotel’s ancillary services; and these T&Cs define the subject-matter of any specific agreement concluded between the service provider (hereinafter the “ACCOMMODATION PROVIDER” and/or “PROVIDER”) and the service purchaser (hereinafter the “BOOKING PARTY” and/or “CONSUMER”).
2. Any provisions agreed otherwise in a specific agreement shall take precedence over these T&Cs.
3. In respect of the rights and obligations of the Booking Party acting as a consumer who enters into with the Provider a specific paid contract by means of so-called “distance contract” within the meaning of Act No. 102/2014 Coll., as amended — i.e. a contract concluded exclusively by one or more means of remote communication without the simultaneous physical presence of the Provider and the Consumer, in particular via the HOTEL’s website (<https://www.arcade.sk/>), e-mail, telephone, fax (hereinafter the “DISTANCE CONTRACT”) — the special provisions of Article XIV of these T&Cs shall apply preferentially, unless other Articles of these T&Cs afford the consumer more favorable conditions.

Article II.

Definitions of Terms

For the purposes of these T&Cs, the following capitalized terms shall have the meanings set out below:

1. **HOTEL PREMISES:** the land plot delineated in the cadastral area k.ú. 1459/11 Banská Bystrica (801062), municipality of Banská Bystrica.
2. **HOTEL BANK ACCOUNT:** the bank account of the PROVIDER as stated on the pro forma invoice, final invoice, or other similar document of the PROVIDER or in the

specific AGREEMENT; currently held at Tatra banka, a. s., IBAN: SK16 1100 0000 0029 2588 7458.

3. **PRICE LIST OF SERVICES:** the valid price list of all services offered, including accommodation services, prepared by the ACCOMMODATION PROVIDER, which sets the prices for these services at the relevant time and is provided on behalf of the PROVIDER at the HOTEL or on its PREMISES; it forms part of the content of the specific AGREEMENT concluded between the PROVIDER and the BOOKING PARTY.
4. **CHILD:** for the purposes of these T&Cs, a person who has not reached the age of 12 years on the date of commencement of ACCOMMODATION or the provision of a specific SERVICE (the day of their twelfth birthday is deemed to be their 12th birthday); if a person reaches age 12 on a given day, from that day (inclusive) the proportionate fee for SERVICES is charged at the adult rate specified in the PROVIDER's PRICE LIST.
5. **LENGTH OF STAY:** the period agreed in the AGREEMENT, or that arising from the purpose of ACCOMMODATION set out in the specific AGREEMENT, during which the BOOKING PARTY has the right to temporary accommodation in the HOTEL and to the provision of agreed hotel services; the LENGTH OF STAY always begins at 14:00 on the first day of the LENGTH OF STAY and ends at 10:00 on the last day of the LENGTH OF STAY.
6. **ANCILLARY SERVICE:** any other fee-based service according to the valid PRICE LIST OF SERVICES or under a separate written agreement between the PROVIDER and the BOOKING PARTY, or any free service other than ACCOMMODATION, provided at the HOTEL to the BOOKING PARTY either on behalf of the PROVIDER or indirectly (on behalf of another supplier), based on the AGREEMENT.
7. **HOTEL:** the accommodation establishment of category "hotel" named "Hotel Arcade, Jána Cikkerova 1, Banská Bystrica, 974 01."
8. **HOTEL ROOM/APARTMENT:** a designated accommodation unit in the HOTEL for lodging natural persons—CONSUMERS.
9. **BOOKING PARTY:**
 - a) a domestic or foreign natural person who is not an entrepreneur under applicable law and who does not act in the exercise of their profession, business, or commercial activity (hereinafter "CONSUMER");
 - b) a domestic legal entity or a natural person that is an entrepreneur under applicable law, or a foreign legal or natural person meeting the criteria of an entrepreneur under the law of its establishment, acting in the course of its business activity (hereinafter "CLIENT"); when concluding with the PROVIDER a specific AGREEMENT whose subject is SERVICES.
10. **PARKING:** the temporary, secured use of a specific parking space in the garage area; unless otherwise specified in these T&Cs, it is a fee-based SERVICE, except for spaces reserved or marked as dedicated parking or spaces for the BOOKING PARTY.

11. **GARAGE:** the vehicle parking area located on the HOTEL's underground floor on parcel no. 1459/11, designated for parking up to 80 vehicles of categories L, M, M1, N1. Vehicles of other categories may park only with the PROVIDER's consent.
12. **EVENTS AND FUNCTIONS:** the paid provision or arrangement of specific SERVICES at the HOTEL under the AGREEMENT according to the valid PRICE LIST OF SERVICES or a separate written agreement, for the purpose of securing proper execution of an educational, corporate, or socio-cultural event—especially MICE activities such as a congress, conference, seminar, training, workshop, or similar educational event—organized by the HOTEL on behalf of the BOOKING PARTY as organizer or on the BOOKING PARTY's account as service intermediary for another event organizer.
13. **PROVIDER:** ARCADE spol. s r.o., with registered office at Námestie SNP 5, 974 01 Banská Bystrica, ID No. 46 968 806, registered with the Commercial Register of the District Court Banská Bystrica, Section Sro, Insert No. 23489/S; bank account (IBAN): SK16 1100 0000 0029 2588 7458 (Tatra banka, a. s.), which operates the HOTEL.
14. **SERVICES:** accommodation services—ACCOMMODATION—as well as other hotel services such as catering, parking, conference services (rental of premises), and other ancillary services according to the PROVIDER's current offerings, provided for a fee according to the valid PRICE LIST OF SERVICES or free of charge, on behalf of the PROVIDER to the BOOKING PARTY at the HOTEL.
15. **SERVICE OUTLET:** the specific location within the HOTEL where the offered SERVICES are provided.
16. **ACCOMMODATION:** the paid provision of lodging services in the HOTEL to the BOOKING PARTY on behalf of the PROVIDER, according to the valid PRICE LIST OF SERVICES or contractual terms between the PROVIDER and the BOOKING PARTY, under a lodging agreement pursuant to § 754 et seq. of the Civil Code as amended.
17. **AGREEMENT:** the specific agreement, including a DISTANCE CONTRACT, concluded between the PROVIDER and the BOOKING PARTY, whose subject is the provision or arrangement of SERVICES by the PROVIDER on the BOOKING PARTY's account.

Article III.

Scope of Application and Currency of the T&Cs

1. These T&Cs apply to all SERVICES provided at the HOTEL on behalf of the PROVIDER, and they govern the relationship with every BOOKING PARTY who has concluded an AGREEMENT for SERVICES with the PROVIDER.
2. The T&Cs published on the HOTEL's website (<https://www.arcade.sk/>) are deemed to be the valid T&Cs and form an integral part of the online reservation form on the HOTEL's website as well as of each specific AGREEMENT.
3. The PROVIDER is entitled to amend these T&Cs unilaterally at any time and will publish the amended wording on the HOTEL's website, usually at least 30 days before

the date on which the new T&Cs take effect. Such publication shall be deemed notification to the BOOKING PARTY of the new T&Cs. At the same time, the PROVIDER will publish a notice informing the BOOKING PARTY of their right, due to the change in the T&Cs, to withdraw from any Agreement that has not yet expired, within 14 days of publication of the notice (including the publication of this information). The PROVIDER's right to charge cancellation fees under Article VI of these T&Cs and the BOOKING PARTY's obligation to pay them shall remain unaffected. If the BOOKING PARTY does not exercise their right to withdraw within 14 days of publication of the new T&Cs and the accompanying notice, the amended T&Cs shall become an integral part of the Agreement on their effective date; provided, however, that the BOOKING PARTY may withdraw from the Agreement at any time after becoming aware—or having had the opportunity to become aware—of the new T&Cs and notice.

4. The HOTEL's complaints procedure is available at the HOTEL reception and is also published on the HOTEL's website.

Article IV.

Conclusion of the AGREEMENT

1. An AGREEMENT, the subject-matter of which is one or more specific SERVICES, may be concluded by the BOOKING PARTY only in writing, in one of the following ways:
 - a) by the BOOKING PARTY signing the specific AGREEMENT at the HOTEL;
 - b) by the BOOKING PARTY delivering a written booking to the HOTEL's Reservations Department in either paper form or electronic form (e-mail), in which case the BOOKING PARTY will receive confirmation of their booking in paper form or by return e-mail from hotel@arcade.sk or manager@arcade.sk;
 - c) in the case of a DISTANCE CONTRACT, by using the HOTEL's online reservation system on its website (<https://www.arcade.sk/>).
2. The CONSUMER acknowledges that the rights under § 755 et seq. of the Civil Code become effective only at the moment the person becomes "lodged" (i.e. checks in)—see Article VII, point 4 below.
3. If the AGREEMENT is concluded by a CLIENT (e.g. an intermediary, travel agency or tour operator, marketing or specialized MICE agency), the CLIENT shall not assign any rights or obligations under this AGREEMENT to any third party without the PROVIDER's prior written consent.

Article V.

Fees, Deposit/Security and Payment Terms

1. Prices agreed in the Agreement for specific Services are final and include value-added tax (or any other tax) under the laws in force at the time the Agreement is concluded, unless otherwise stated in the Agreement. In the event of a subsequent change in the statutory tax rate or local fee, prices will be adjusted in accordance with the laws effective on the

date the taxable event arises or on the date of invoicing for the Services under the specific Agreement.

2. If the Provider, in exceptional cases and at its discretion, offers the Consumer accommodation different from that agreed (for example, a higher-category room or one with superior features), the Provider may charge only the price agreed in the Agreement for the originally booked accommodation or room and may not increase it.
3. If the Consumer checks in after the first day of the Length of Stay agreed in the Agreement or fails to check in at all, the obligation to pay for accommodation and related services for the entire agreed Length of Stay remains unchanged and in full force.
4. If the Consumer vacates the Hotel Room before the end of the agreed Length of Stay, their right to accommodation ends; nonetheless, they remain obliged to pay the Provider the fee agreed in the Agreement for accommodation and related services for the entire Length of Stay. The value of any unused stay or services may, by agreement with the Provider, be applied to a later date (see § 555 of the Civil Code on deposit/security).
5. Upon concluding the Agreement or during the stay, the Provider may require from the Booking Party a monetary security deposit (under § 555 of the Civil Code) to cover potential defaults, damage, contractual penalties, or statutory default interest. Such deposit may be secured by pre-authorization or full provision of credit-card details (or other equivalent means) up to 100 % of the total fee for the Services agreed in the Agreement.
6. Upon concluding the Agreement or during the stay, the Provider may require full prepayment or an advance payment up to 100 % of the total fee for the Services agreed in the Agreement. Such payment or advance is due within the deadline specified by the Provider. This does not affect the rule in clause 2 above.
7. Pursuant to § 567(2) of the Civil Code, payment for Services shall be deemed made on the day the due amount is credited to the Hotel's bank account.
8. In case of the Booking Party's delay in paying all or part of the agreed fee for Services, the Provider may charge default interest: vis-à-vis a Consumer at the rate prescribed by civil-law regulations (§ 517(2) of the Civil Code) and vis-à-vis a Client (entrepreneur) at the rate prescribed by commercial law (§ 369(2) of the Commercial Code). Charging default interest does not affect the Provider's right to full compensation for any damage (including contractual penalties).
9. The Provider may unilaterally set off any of its claims against the Booking Party arising under the Agreement or related thereto—including claims for damage—against amounts owed by the Booking Party, even if such claims are not yet due.
10. The Booking Party may unilaterally set off only those claims against the Provider that the Provider has expressly acknowledged in writing or which the Booking Party can enforce by enforcement proceedings. No other set-offs are permitted.

Article VI.

Termination of the Agreement by Mutual Consent

1. The Provider and the Booking Party may agree in writing to cancel and terminate the Agreement.
2. Unless otherwise agreed in the Agreement, the Booking Party acting as a Consumer may withdraw in writing from the Agreement only for the reasons set out in § 759(1) of the Civil Code, and the Provider is entitled to claim—and the Consumer agrees to pay—compensation (“withdrawal fee”) under § 497 of the Civil Code as reimbursement for the Provider’s preparation costs, lost profit, and expenses incurred in connection with performance of the Agreement.
3. The Consumer and the Provider have agreed that, if the Consumer withdraws from the Agreement, the following withdrawal fees (“Odstupné”) apply: a) if withdrawal occurs 28 to 15 days before the first day of service, 30 % of the total fee agreed; b) if withdrawal occurs 14 to 2 days before the first day of service, 70 % of the total fee agreed; c) if withdrawal occurs from the 2nd day up to commencement of service, 100 % of the total fee agreed.
4. If the Booking Party is a Client (i.e. an entrepreneur), the following withdrawal fees under § 355(1) of the Commercial Code apply: a) more than 60 days before the first day of service, 30 % of the total fee; b) 59 to 30 days before the first day of service, 70 % of the total fee; c) 29 to 20 days before the first day of service, 85 % of the total fee; d) 19 days before the first day of service up to commencement, 100 % of the total fee. Any advance payment already made is deducted from the withdrawal fee. The parties expressly agree that § 355(2) of the Commercial Code does not apply.
5. Pursuant to § 351(2) of the Commercial Code, the Provider may unilaterally set off its claim for withdrawal fees against the Client’s claim for return of any advance payment or its pro rata part.
6. The Client and the Provider further agree that, upon the first occurrence of any of the following events, the Provider may retain the entire advance payment as compensation for its costs and lost profit (“compensation”): a) premature termination of the Agreement due to the Client’s fault; b) the Client’s first imminent insolvency under the Bankruptcy and Restructuring Act or equivalent foreign law; c) the Client’s first crisis situation under § 67a et seq. of the Commercial Code or equivalent foreign law; d) first petition for declaration of bankruptcy against the Client’s assets; e) first petition for restructuring of the Client; and this compensation is set off against any advance payment upon occurrence of the earliest of these events.
7. In addition to its statutory right under § 759(2) of the Civil Code, the Provider may withdraw in writing from the Agreement if: a) the Booking Party has any overdue obligations under the Agreement, including any advance payment; b) the Booking Party commits a material breach of these T&Cs; c) force-majeure events render performance impossible or require closure or suspension of the Hotel for more than 30 days; d) operational circumstances threaten safety, legal compliance, or agreed service quality; e)

the Booking Party knowingly provided false or misleading information material to the Agreement; f) the Provider reasonably believes the Booking Party's conduct threatens the Hotel's security, staff, other guests, or reputation; g) the Booking Party sublets or reassigns the Hotel premises without the Provider's prior written consent; or h) any of the above grounds occur; the Provider's right to claim full compensation for damage remains unaffected.

8. If a complaint is justified, the Booking Party is entitled to free and prompt remedy of the defect or a reasonable price reduction. If remedy is impossible or disproportionately costly, the Booking Party may demand a refund. Refunds must be made within 30 days of the Provider's written acknowledgment of the complaint's validity, by the same method as the original payment: a) to the same credit card if paid by card; b) in cash if originally paid in cash; c) by bank transfer to the originating account if paid by transfer. The written acknowledgment must state how the complaint was handled (e.g., refund, replacement, repair).

Article VII.

Accommodation (House Rules – § 754(2) of the Civil Code)

1. Unless otherwise specified by the PROVIDER, the CONSUMER may check in to the HOTEL only on the day agreed in the AGREEMENT as the check-in day, and not before 15:00; the CONSUMER has no legal right to occupy the HOTEL ROOM earlier.
2. If the CONSUMER fails to check in by 24:00 on the first day of the LENGTH OF STAY agreed in the specific AGREEMENT, the PROVIDER's obligation to "reserve" the accommodation or the specific HOTEL ROOM for the CONSUMER under that AGREEMENT terminates, and the PROVIDER is free to re-allocate that accommodation or room.
3. Upon check-in, a HOTEL reception employee issues the CONSUMER an accommodation card, indicating, inter alia, the CONSUMER's name, the number of the HOTEL ROOM reserved, and the date agreed in the AGREEMENT as the check-out date, and provides the room key card.
4. The CONSUMER becomes a "guest" (i.e., "lodged") for the purposes of § 755 et seq. of the Civil Code at the moment of check-in at the HOTEL reception ("check-in"), when the PROVIDER records the CONSUMER in the hotel register; until that moment the person is only a BOOKING PARTY.
5. Before check-in, the CONSUMER must allow the reception staff to verify their identity by presenting a valid identity document; for persons not issued an ID due to their age (CHILDREN), identity is established by a valid passport or the European Health Insurance Card. During the LENGTH OF STAY, the Hotel Manager or an authorized person may request the CONSUMER to prove their identity in justified cases.

6. A CONSUMER who is a foreign national must, before using the accommodation, complete the official “registration of a foreigner’s stay” form under special legislation and provide all required information truthfully and completely.
7. Upon occupying the assigned HOTEL ROOM, the CONSUMER must inspect it and immediately report any defects, faults, or other complaints regarding the room’s furnishings or equipment to the reception; the same obligation applies if defects arise during the LENGTH OF STAY or on the check-out date. Otherwise, the CONSUMER is fully liable for any resulting damage.
8. After concluding the specific AGREEMENT and after check-in, the PROVIDER and the CONSUMER may agree to extend the LENGTH OF STAY; however, the PROVIDER is not obliged to continue providing the same HOTEL ROOM beyond the originally agreed period. If no later check-out time is specified, the CONSUMER must vacate the original room by 11:00 on the last day of the original LENGTH OF STAY.
9. On the check-out day agreed in the AGREEMENT, the CONSUMER’s right to accommodation in the assigned HOTEL ROOM ends, and the CONSUMER must vacate the room by:
 - i. removing all personal belongings;
 - ii. physically leaving the room;
 - iii. returning the room key card(s) to the reception.These obligations must be fulfilled:
 - a. by no later than 11:00 if the right to accommodation ends at the expiry of the LENGTH OF STAY;
 - b. immediately if the right ends for any other reason under these T&Cs.After 11:00, the PROVIDER may charge a contractual penalty for late checkout as specified in the PRICE LIST OF SERVICES, without prejudice to any claim for full compensation for damage.
10. If the CONSUMER fails to return the room key card(s) upon checkout, the PROVIDER may claim compensation in accordance with the valid PRICE LIST OF SERVICES.
11. Without the PROVIDER’s prior written consent (granted by the Hotel Manager), the CONSUMER may not sublet or otherwise grant use of the HOTEL ROOM or its furnishings during the LENGTH OF STAY.
12. Authorized employees of the PROVIDER (e.g., housekeeping, maintenance, facility manager, Hotel Manager) and, in their presence, external contractors (e.g., service technicians) may enter the HOTEL ROOM in connection with their duties.
13. The CONSUMER is entitled to their first breakfast at the HOTEL only after the first overnight stay, and to the final dinner on the penultimate day of the LENGTH OF STAY, unless otherwise agreed in writing.

14. During the LENGTH OF STAY and upon departure, the CONSUMER must, when leaving the room, close taps, turn off lights, air conditioning, and all other electrical or other appliances (especially the TV), close windows and doors, and ensure the room is properly locked.
15. Visitors may be received only in the HOTEL's public areas (restaurant, lobby bar, reception hall). Visitors in a HOTEL ROOM require prior consent from the PROVIDER or reception staff, with identity verification. Visitors must leave the room by 22:00 on the day of their visit; otherwise, the PROVIDER may charge for accommodation and services for the visitor at the rates in the PRICE LIST OF SERVICES.

Article VIII.

Events and Functions

1. Since the Provider is not the organizer of any event or function, the Booking Party shall be solely liable for—and shall indemnify the Provider against—all damage arising in connection with any event or function:
 - a) in the Hotel (including its facilities);
 - b) on the Hotel premises (including its facilities);
 - c) to the Provider; or
 - d) to third parties;where such damage is caused by the Booking Party, participants or visitors, the Booking Party's employees, or its other suppliers or contractors.
2. The Provider may require the Booking Party, prior to concluding the Agreement, to demonstrate adequate security against liability for damage or injury to the Provider or third parties (e.g. liability insurance, deposit, bank guarantee or other third-party guarantee).
3. The Booking Party may not sublet or otherwise grant use of any Hotel or premises designated for the event without the Provider's prior written consent; any such act shall be deemed a material breach of these T&Cs and the specific Agreement.
4. The Booking Party must have properly settled, at its own expense and preferably before concluding the Agreement, all statutory or contractual obligations arising from intellectual property rights—especially copyrights, related rights and industrial property rights—and must indemnify the Provider for any claims or costs arising from infringement of those rights in connection with the event.
5. The Hotel and its premises may not be used for promotional activities contrary to good morals or the law—whether on-site or via broadcast, streaming or internet—without the Provider's prior written consent; the Booking Party shall ensure compliance by all participants, visitors, employees and contractors. Unauthorized use shall constitute a material breach of these T&Cs and the Agreement.
6. The Provider holds a license to use the international Swissôtel brand.

7. Any installation of movable objects in the Hotel or on its premises requires the Provider's prior written consent; unauthorized installations shall be deemed a material breach of these T&Cs and the Agreement.
8. All decorative materials, display items, promotional items or other movable property belonging to the Booking Party or third parties—unless formally entrusted to the Provider for safekeeping—are brought into and stored at the Hotel or on its premises at the owner's sole risk; the Provider assumes no liability for their loss, damage or destruction.
9. Such materials must comply with all statutory requirements, including hygiene, health, fire-safety and technical standards. The Provider may request certificates or confirmations and may refuse entry of any non-compliant items.
10. Such materials must also comply with advertising law and good morals; otherwise, the Provider may interrupt or cancel the event without liability for damages or refund of any fees (including deposits) already paid for the event.
11. Unless otherwise agreed in the Agreement, all such materials must be removed immediately after the event; otherwise the Provider may remove them at the Booking Party's expense.
12. If the Booking Party wishes to use or install its own technical equipment in the Hotel or on its premises (e.g., AV systems, sound or lighting equipment, internet connection, generators), it may do so only with the Provider's prior written consent. The Booking Party must provide details of any proposed connection to the Hotel's systems on request, and the Provider may require installation by its own staff or authorized contractors at the Booking Party's expense.
13. Any assembly or installation of technical equipment requires the Provider's prior written consent and must comply with all applicable safety, health and fire-protection regulations.
14. The Booking Party shall be solely responsible for any damage to the Provider's equipment resulting from improper or unprofessional installation or connection of its technical equipment and shall reimburse the Provider for all costs of repair or remediation. The Provider may also immediately dismantle improperly installed equipment at the Booking Party's expense; this does not affect other legal rights and obligations of the parties.

Article IX.

Protection of Personal Data

1. The Provider undertakes to handle the personal data of the Booking Party (data subjects) in accordance with generally binding legal regulations—particularly Act No. 18/2018 Coll. on Personal Data Protection, as amended—and in accordance with the Hotel's general data-protection terms and conditions published on its website (<https://www.arcade.sk/>).

2. After conclusion of any specific Agreement, the Provider is entitled and obliged to process the Booking Party's personal data to the following extent:
 - a) data necessary for conclusion of the Agreement, including name and surname, address of residence or place of business, date of birth, identity-document details (e.g. ID-card or passport number and issuing state), and contact details (telephone number, e-mail address);
 - b) data necessary to protect and enforce the Provider's rights under the Agreement, including data required for court or out-of-court proceedings, tax proceedings, criminal or administrative proceedings;
 - c) data provided by the Booking Party and processed by the Provider for the purposes of direct marketing, including name and surname, address, date of birth, and contact details, based on the data subject's consent.
3. The Booking Party hereby expressly consents, pursuant to § 14(1) of Act No. 18/2018 Coll., to the Provider's processing of its personal data as set out in paragraph 2(a) and 2(b) above; this consent remains valid until full settlement of all rights and obligations under the specific Agreement.
4. If the Booking Party provides personal data of other persons in connection with the use of Services, the Booking Party warrants that it has informed those persons of these T&Cs and obtained their consent to the provision of their personal data to the Provider; upon request, the Booking Party shall promptly furnish written proof of such consent.

Article X.

General and Final Provisions

1. These T&Cs shall enter into force and effect on 1 April 2025.
2. The legal relationships between the PROVIDER and the BOOKING PARTY arising out of or in connection with any specific AGREEMENT shall be governed by the laws of the Slovak Republic, in particular by the Civil Code as amended.
3. To all matters not expressly regulated in a specific AGREEMENT or in these T&Cs, the relevant provisions of Slovak law shall apply mutatis mutandis.
4. Any disputes arising between the PROVIDER and the BOOKING PARTY in connection with a specific AGREEMENT or these T&Cs shall first be settled by amicable negotiation; if no amicable settlement can be reached, the dispute shall be decided by the competent court of the Slovak Republic in accordance with Slovak law.

Unofficial English Translation – For Convenience Only

This English text is provided solely to help our international guests understand the General Terms and Conditions of **Hotel Arcade**.

In the event of any discrepancy or dispute concerning the interpretation of these Terms, **the binding version is the original Slovak text (Všeobecné obchodné podmienky)**. All contractual rights and obligations, and any legal proceedings, shall be determined exclusively on the basis of the Slovak original.