

General Conditions (ANG)

Standard and on line sales (iTravel.KZET.com or www.kzet.com/iTravel)

KZET TRAVEL s.r.o., Opletalova 4, 113 76 Praha 1, Czech Republic; IČ: 24827410, DIČ: CZ24827410
Spis vede Městský soud v Praze, oddíl C, složka 178019; www.kzet.com

In Prague, 5th January 2012

Our travel agency **KZET TRAVEL s.r.o.**, incoming touroperator, can offer full range of services, using our long term experience and fully individual approach to every case and to every client. We are ready to set up conditions for any demanded service. The assuring of accommodation is only first step of whole service providing process including transport services, leisure time services etc. All what happens between entering to CZ and afterwards departure could be arranged and controlled by our company. **All services** are provided according to standard and usual terms for each type of service. We bear full responsibility for quality and quantity of provided services. The client has only obligation to inform us properly and without delay about every wish and every potential problem.

Process before arrival

Orders can be received by fax, e-mail or phone, written form (fax, e-mail) is highly appreciated. Answer from our office can include preliminary reservation and/or question for more details or offer of other solutions (most close to primary conditions of order). According to expected date of arrival there are given also dates for final confirmation and submitting of details and making payment. According to confirmation of client we prepare voucher and final price calculation. All this ordering process can be also realized over our online interface. On line orders are fully automatized and we provide it with all relevant information in detail of each service. Every client can also see price of each service and also expected price for all services together. In case you can not find your desired variant of service or price level, just use our communication form and we will prepare offer according to your specific wishes. **Vouchers** are issued by our office and it is final confirmation of mutually agreed services. Voucher does not include any information about prices. Voucher is valid but services according to voucher could be demanded only if payment is made according to calculation of the stay. All services included in voucher have to be included in price calculation which is showing final price for included services. Voucher could be replaced by simple confirmation of ordered services if included all needed details. **Calculation** has power of invoice and so replaces invoice in most cases and given amount has to be paid according to payment conditions. Calculation shows in details all preliminary given prices for ordered services. Prices given in calculation are final and they could differ from conditions involved in standard price list, in case of difference is always valid price confirmed in price calculation. Calculation could be replaced by simple announcing of amount which should be paid for services listed in voucher if it is accepted by client. Generally, **payment** has to be done in advance and always latest at day of arrival. There are given advance payment terms during the process of ordering which has to be fulfilled by client, otherwise KZET TRAVEL s.r.o. has a right to cancel reservation and voucher.

In case of on line order, please follow the instructions. Process of confirmation of the order, and preliminary invoice issuing is fully managed by the system and vouchers are issued automatically after receiving of the payments

VISA. Regime for getting visa differs according to citizenship of tourists. For actual information about VISA you should contact Czech embassy in your country. Not receiving of VISA is not reason for cancellation of order for most hotels so we recommend assuring VISA in advance. On demand we can help you with receiving of VISA.

Cancellation conditions

For any cancel or reducing of services which were already confirmed as FIX there are valid following cancellation conditions. Our office has right to require amount of all cancellation charges required by hotels or other service providers (range 0-100% of price, it usually depends on time of cancellation before arrival day. Close to date of arrival this charge is going to 100%). Our office has right to require additional charge of one more full day charge (max. 500 EUR). This charge is used for covering costs of our office during the process of reservation. We highly recommend to arrange special insurance for case of forced cancelation to every client.

Prices and price lists

Price lists are common for any user. We issue 3 main types of price lists (**Acommodation, Transfers, OtherServices**). All prices are available on our website (www.kzet.com) or can be provided per e-mail upon request. Our system is using "last day overlapping system" of season periods description, so last day creates only definite limit of period and is excluded.

All prices are subject to change without previous notification. Price lists of accommodation are related to conditions given by hotel or spa hotel. Price lists of transfers have two main parts. Transfers connected with voucher and other individual transfers. Transfers connected with voucher are usually priced together with accommodation. Individual transfers (whatever other transfer services) are priced as supplement service. Range of *other services* is too wide and differs according to place of stay so it is not possible to cover it by one simple price list. Most of other services could be also tailor-made and are priced individually. We are ready to prepare individual calculation for any demanded service or complex of services. Nearly all additional services can be ordered and paid together with accommodation prior arrival or can be arranged separately during the stay.

For availability search and checking of the prices please visit our website. There are three sections: Accommodations, Transfers and Activities (other services).

Information Packages

From your agent in your country or from our representative you can together with our voucher receive special "before travel package" with most important information. This package (see download page) shall help you to get some interesting additional information, but all necessary information is included in the voucher (including our hot lines and other contacts). After arrival you can be provided by our more detailed "arrival information package" which depends on your destination as this package is available only in several destinations like Prague, Karlovy Vary, Marianske Lazne etc.

Summary of ordered services

Voucher and/or travel contract agreement are summarizing all ordered services

Every client has right to demand and receive all services included in the issued voucher. Services are provided by our company or by our partners/suppliers. In case of any problem or complain clients is obliged to contact our service manager (contacts are on the voucher). Voucher can be in some cases replaced or accompanied by travel contract agreement.

Issued voucher or travel contract can be cancelled by issuer in case of services which were not paid according to payment conditions shown in the invoice or contract.

More information about stays in Czech Republic see in Supplement instructions:

Standard procedures during the stay, Problem solving procedures and complains, Necessary arrival package

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Supplement instructions

Standard procedures during the stay

Welcome and transfer to the hotel. This procedure is applied only if transfer is ordered and paid. We usually meet clients at airport/railway station/etc. with standard table to contact each other (table is depicted on voucher where and there are also all contacts for any case). After about 30 minutes after landing of airplane we start to announce names of clients. After about 60 – 90 minutes we guess that meeting was not successful and apply next critical procedures. Representative of KZET is trying to get supplement information but in these cases all air companies support confidentiality of information so we have to usually only guess what happened. Therefore **we please clients to contact us in case of any delays or whatever change in arrival schedule as soon as possible** in order to decide and plan back up variants.

If there is not ordered transfer, client has to arrive directly to hotel by own transport. We meet client whether at the hotel or contact him later. In all cases is hotel informed about preliminary time of arrival of client.

Accommodation procedure. Client has to show valid voucher, passport and usually fill up standard form of the hotel. Check in is usually possible from 14:00. When we made meeting and transfer to hotel we of course help during whole check in process. At this moment clients receive all standard information from hotel and also **standard information arrival package from our company** (contact information, special services offers ... etc.).

Content of this envelope provides to our clients also many other useful information which creates basis for upcoming **continuous communication between representatives of our firm and clients**. Many current things could be solved directly between the client and the hotel but anyway we please client to inform us about all your experience with hotel services especially when expectations are not met. In most cases we are able to make amendment just by informing hotel manager because unfortunately many problems are arising just from misunderstanding between clients and one of employee of the hotel. Not all staff of the hotel is able to communicate in foreign languages on such level to solve some situations. So our representative is always ready to help you so do not hesitate and contact us.

Departure procedure. If clients have ordered transfer, then about 2 days before planned departure client will receive from our company **confirmation about departure transfer**. This paper includes date and time of picking up from the hotel and summary of next transfer details – usually flight.

Problem solving procedures and complains

1. We all do our best to provide all services in best way. In case of any problem or complain, every clients has to inform our service manager. Informing us about potential problem is giving us chance to find out reasons and start solving it immediately.
2. In majority of cases we solve it immediately on place and as results we issue confirmation about solution and also about possible money refund if it is that case.....
3. For all other cases please
 - contact your agent or contact our client service department at:
KZET TRAVEL s.r.o.
CZECH REPUBLIC , Praha 1, Opletalova 4, Post code: 110 00
director@kzet.com
 - describe your problem or complain
 - add also number of your voucher.
 - add details about your contact with service managers and inform us about their approach, in case of service providing we have to insist on this rule: **clients have to inform our service managers at the moment when the problem appears.**
 - we process all submitted information and answer as soon as possible (latest during 30 days from submitting).

Necessary Arrival Package

All the clients arriving to Czech Republic shall have in hands at least following documents:

- Medical insurance at least for period of stay in CZ
- All required documents approving entrance to CZ (VISA depends on the citizenship of client)
- Voucher KZET TRAVEL s.r.o. which represent summary of ordered services (copy for hotels and copy for our company)