

CANCELLATION CONDITIONS FOR TENT / CARAVAN SPOTS

1. Introductory Provisions

- 1.1. Lease of a tent / caravan spot means renting a place for setting up a tent / parking a caravan / trailer in a designated area located at the bottom of the "FIS – World Cup" (5) slope, (hereinafter referred to as "lease"), leased by the Špindlerův Mlýn Ski Resort operator - MELIDA, a.s., Corp. ID: 241 66 511, Tax ID CZ 24166511, with its registered office at Špindlerův Mlýn 281, postal code: 543 51 (hereinafter referred to as the "MELIDA").
- 1.2. The Cancellation Conditions apply to the cancellation of the lease agreed between the customer (hereinafter referred to as "Lessee") and MELIDA on the basis of a paid and confirmed order.

2. Cancellation of the Lease by the Lessee & Cancellation Fees

- 2.1. The Lessee can cancel the lease without any sanctions being applied by MELIDA for any reason or without stating a reason anytime up to no later than 7 days before the first day of the lease. The tenant will cancel the lease by contacting MELIDA by email at mleziva@skiareal.cz. In case of questions, the tenant can contact the MELIDA employee by phone at +420 727 941 332 (WhatsApp, Viber available).
- 2.2. In the event of cancellation of the lease by the Lessee less than 7 days before the first day of the lease, MELIDA is entitled to charge a cancellation fee of 100% of the rental price (cancellation fee is calculated from the total amount of payment).
- 2.3. If the Lessee terminates the lease by his/her decision before the agreed date of termination of the lease (i.e. early departure), he/she is not entitled to any compensation.

3. Cancellation of the lease by MELIDA

- 3.1. The cancellation of the lease by MELIDA may occur for any justified reasons (but mainly due to force majeure, such as unsatisfactory climatic conditions, decisions of the public authority and operating conditions that do not allow the provision of the lease). In such case, the Lessee will be contacted by the responsible employee of MELIDA no later than one day before the day of the start of the lease by 18:00 by e-mail, which the Lessee specified in the order. MELIDA points out that the lease may be canceled during the above reasons even during the stay. The Lessee will thus be entitled to a new date (if this is possible on the part of MELIDA) or a right to a refund according to the agreement and operational possibilities of MELIDA.