



CAVE ADMINISTRATION OF THE CZECH REPUBLIC, state contributory organisation
Květnové náměstí 3, 252 43 Průhonice

Business terms and conditions for booking tickets to the Punkva Caves for groups

Správa jeskyní České republiky, s. p. o.

Registered office: Květnové náměstí 3, 252 43 Průhonice

Organisation ID No.: 75073331, **Tax ID No.:** CZ75073331

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1. Definition of "group"

"Group" is understood as a group of **15 or more persons** who book tickets together within a single order.

Please note: The operator reserves the right to consider deliberately split bookings (e.g., 3x14 persons) as a single group.

2. Formation of a booking

- a) Booking is binding upon **written confirmation by the operator** (generally via e-mail: info@caves.cz, dispecinkpj@caves.cz)
- b) Booking is valid for the services in accordance with the terms and schedule specified in the written booking confirmation.
- c) The company reserves the right to refrain from providing clients with the booked services in exceptional circumstances. Clients will be informed in this respect no later than 2 (two) days before the date for which the services were booked, except for unforeseen circumstances (an increase in water level, etc.). In such case, clients will only be entitled to a refund of amounts already paid and will not be entitled to compensation for damages and/or any other amounts.
- d) **By making a booking, clients acknowledge that they have read these business terms and conditions.**

3. Changes and cancellations of bookings

- a) Bookings can be changed and cancelled **in writing only** (by e-mail).
- b) If visits to multiple caves are booked at the same time, and one of the bookings is cancelled, the right to a discount will be forfeited.
- c) **Cancellation of a booking more than 13 days prior to the date of the visit** is not subject to a cancellation fee.
- d) **Cancellation of a booking 13 - 7 days before the date of the visit:** a cancellation fee of **30%** of the total price will apply.
- e) **Cancellation of a booking fewer than 7 days before the date of the visit or no-show of the group:** a cancellation fee of **100%** of the total price will apply.
- f) The only exception to the above provisions is a situation where the cancellation within the period specified in paragraphs 3 and 4 is impossible due to force majeure, i.e. a natural disaster or other extraordinary events preventing clients from organising a trip to visit the caves. Clients are obliged to inform the company of the occurrence of a force majeure event without any undue delay; failing that, clients will not be able to rely on this circumstance as a reason for cancelling the booking.
- g) **If the cancellation fee is not paid, no further bookings will be accepted until the outstanding amount has been paid in full.**

4. Changes in the number of persons

- a) Any changes in the number of persons must be communicated no later than one day before the visit.
- b) A decrease in the number of persons occurring after the above time-limit may not be taken into consideration, and clients will be obliged to pay the full price for the initially booked number of tickets.
- c) An increase in the number of persons is only possible by prior agreement and in accordance with the operator's capacities.

5. Payment and collection of tickets

- a) Payments in cash/by card are made when the tickets are collected on site.
- b) Bookings are valid until 40 minutes before the start of the tour. After this time, the booking may be released for resale.

6. Discounts

- a) For bookings made at least 24 hours in advance for 40 or more persons, a 10% discount for the Punkva (Punkevní) Caves is provided.
- b) For bookings made at least 24 hours in advance for the Punkva Caves and the Catherine (Kateřinská) Cave at the same time, a 30% discount for the Catherine Cave is provided.
- c) If the number of persons visiting the Punkva Caves falls below 40, the 10% discount will be cancelled.
- d) If a booking to the Punkva Caves is cancelled, the 30% discount for the Kateřinská Cave will be cancelled.

7. Personal data protection

- a) The personal data provided during the booking process will be used for the exclusive purpose of processing the order and will never be transferred to any third party.

Before entering the operator's premises, visitors are obliged to familiarise themselves with the Visiting Rules for the relevant cave, available at <https://www.caves.cz>. By entering the premises, visitors acknowledge that they have read the Visiting Rules of the relevant cave and agree to abide by such rules.