

TERMS AND CONDITIONS

Introductory information

The company Mlýnec by Zátíší s.r.o., Novotného lávka 5, 110 00 Prague 1, Company ID (IČ): 45786780, VAT ID (DIČ): CZ 45786780 belongs to the Zátíší Group holding group.

Please carefully read the following general terms and conditions (hereinafter also referred to as the “Terms”) for registration on the website of the Mlýnec restaurant. As stated below, by registering or making a reservation you confirm that you have read these Terms, understood their content, have no objections to them, and agree to them; at the same time, the Terms become a contractual arrangement between you and Mlýnec by Zátíší s.r.o., Novotného lávka 5, 110 00 Prague 1, Company ID (IČ): 45786780, VAT ID (DIČ): CZ 45786780 (hereinafter the “Mlýnec Restaurant” or “Mlýnec”).

The website www.mlynec.cz enables quick online table reservations at the restaurant via the Apetee service at mlynec.apetee.com.

Personal data protection rules

Customers’ personal data are processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016. By making a reservation, you consent to the use of your personal data for the purpose of providing the restaurant’s services, and you also confirm your consent to the marketing use of your personal data by Mlýnec and by other companies belonging to the Zátíší Group, in accordance with the Personal Data Protection Statement for Zátíší Group business partners, available in full at:

<https://www.zatisigroup.cz/cz/pdf/gdpr-cs.pdf/>

By using the website and consenting to the use of cookies, you also agree to the marketing use of data about your visit to the website, as set out in the Personal Data Protection Statement for Zátíší Group business partners (see above).

In accordance with Act No. 480/2004 Coll., the customer agrees to receive informational emails.

Making a reservation

A reservation can only be made for the hour and time when the restaurant is open. The opening hours of the Mlýnec restaurant are stated in the footer of the website www.mlynec.cz, or in the reservation form on the domain mlynec.apetee.com. When making a reservation, the guest enters the number of persons, the date and time of the reservation. Depending on the occupancy at the selected time, the reservation will either be confirmed automatically immediately, or the guest must wait for the restaurant to confirm the reservation by email.

- Individual reservations – 1–9 persons – the restaurant requires a payment card pre-authorization; see below under Payment card pre-authorization

- Group reservations – 10 or more persons, or reservations on an exceptional day – the restaurant will require an advance payment; see the following section Advance payments.

Payment card pre-authorization

To complete a reservation for 1 to 9 persons, the restaurant requires payment card authorization and, at the same time, a hold in the amount of CZK 500 per person.

Advance payments

On exceptional days such as New Year's Eve on 31 December, Valentine's Day on 14 February, the 1st Christmas Day on 25 December, and any other days as determined by the Mlýnec Restaurant, only a special menu prepared for that day may be served and the customer will not be able to freely choose dishes à la carte. In such cases, the menu and its price are published in advance on the website. For reservations on these exceptional days, the restaurant may require an advance payment already from a reservation for 2 persons, up to 100% of the price of the relevant menu. For reservations for 10 or more persons, the restaurant reserves the right to require

an advance payment of CZK 500 per person. At the same time, for group reservations, private closed events, or a bespoke menu order, the reservation is not handled through the automated Apetee system; instead, the terms can be agreed ad hoc with the restaurant reception at mlynec@zatisigroup.cz, and in such cases an advance payment in the amount of 80% of the price of the ordered menu is usually required.

The advance payment can be paid online by payment card via the GoPay payment gateway in accordance with the terms and conditions of this payment gateway. If the customer wishes to pay using another method, this can be agreed ad hoc with the restaurant reception at mlynec@zatisigroup.cz. To have the reservation deposit deducted from the bill during the restaurant visit, it is necessary to show the restaurant staff—electronically or on paper—the reservation confirmation before paying the bill.

Validity and cancellation of reservations

Reservations are transferable, meaning they may also be used by other persons. Each reservation may be used only once. A completed reservation can be cancelled, including a refund of the reservation deposit, no later than 24 hours before the reservation time by sending a message to mlynec@zatisigroup.cz or via the link in the confirmation email. If the reservation is cancelled later than 24 hours before

the reservation time, or in the event of a no-show at the reservation time, the Mlýnec Restaurant is entitled to charge a cancellation fee of CZK 500 for each person for whom the reservation was made.

The total cancellation fee will be charged to the payment card authorized when the reservation was made.

At the same time, for group reservations it is not possible to refund the reservation deposit unless the reservation is cancelled more than 24 hours before the reservation time.

Website content

Mlýnec makes every effort to ensure that all information stated on the Mlýnec Restaurant website is always up to date and accurate. Nevertheless, incomplete or outdated information may appear on the website, for which the Mlýnec Restaurant sincerely apologizes.

All information, promotional materials, photographs and images published on www.mlynec.cz are the exclusive property of Mlýnec or another company within the Zátiší Group. Mlýnec or another company within the Zátiší Group reserves all rights thereto, and they may be further distributed—whether in modified or unmodified form—only with the consent of Mlýnec or another company within the Zátiší Group. The website www.mlynec.cz may also display promotions of services or products of the Zátiší Group or Mlýnec's contractual partners, as well as the Zátiší Group. Mlýnec reserves the right to make changes and modifications to these pages at any time, without prior notice, whenever it deems appropriate.

Liability of the Mlýnec Restaurant

The Mlýnec Restaurant is liable to the customer for defects in goods and/or services to the extent set out by generally binding legal regulations. In the case of defective goods and/or services relating to ordered food, the customer is obliged to assert the defect immediately after discovering it.

Feedback

The Mlýnec Restaurant values users' opinions and feedback. Please send opinions and feedback relating to the Mlýnec Restaurant to mlynec@zatisigroup.cz. Feedback regarding the Zátiší Group should be sent to info@zatisigroup.cz. Mlýnec reserves the right to quote submitted contributions, with or without stating the sender's name.

Out-of-court settlement of consumer disputes: In the event that a consumer dispute arises between the Mlýnec Restaurant (the company Mlýnec) and a customer (who is a consumer) and it cannot be resolved by mutual agreement, the customer may submit a proposal for out-of-court settlement of such dispute to the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, email: adr@coi.cz, web: adr.coi.cz/.

These Terms are valid and effective as of 11.10.2019.

Date of last update: 1.4.2026