

# **Business Terms and Conditions**

## **GENERAL BUSINESS TERMS AND CONDITIONS OF RESERVATION**

### **INTRODUCTION**

Please review the following general business terms and conditions (the “Terms”) of registration on the website of Restaurace Mlýnec. As indicated below, by registering or making a reservation, you confirm that you have read these Terms, comprehend same, have no reservations and consent to same; these Terms shall further become a contractual agreement between you and Zátíší Catering Group, a.s., Novotného lávka 5, 11000, Identification No. /Tax ID: 15269574, VAT registration No. CZ15269574. (ZCG a.s.).

The reservation services of ZCG a.s. enable a quick and easy reservation at the restaurant through [www.mlynec.cz](http://www.mlynec.cz).

### **Consent to business terms and conditions and privacy policy**

By any use of [www.mlynec.cz](http://www.mlynec.cz), but in particular by making a reservation, you grant consent to the Terms and to the privacy policy.

### **TERMS OF USE OF ZCG a.s. RESERVATION SERVICES**

#### **1) Making a reservation**

#### **Reservations are made as follows:**

ZCG a.s. accepts reservations from Monday to Sunday (due to the actual opening hours displayed on website [www.mlynec.cz](http://www.mlynec.cz) and restaurant’s entrance door), including bank holidays, between 11:30 and 14:00 and between 17:00 and 20:30. The earliest reservation can be made for the following day on which ZCG a.s. accepts reservations.

How to make a reservation:

- Step 1: The user accesses the reservation form at [www.mlynec.cz](http://www.mlynec.cz).
- Step 2: The user enters the number of persons, date and time of reservation.
- Step 3: Where the reservation is made for more than 5 persons, the reservation advance to be paid will be displayed to the user; the amount depends on the number of persons per reservation (1 person = CZK 500). The user then enters payment card data and clicks on “RESERVE”.
- Step 4: ZCG a.s. subsequently confirms the reservation as valid by sending a message to the user’s email address provided in the reservation, provided that the payment made via payment gate was approved and confirmed.

## 2) Validity and cancellation of reservation

The reservation is transferable, i.e., other persons or user may use the reservation. The reservation can be used on a one-off basis only.

For the reservation advance to be deducted from the bill at the restaurant, the restaurant staff need to be shown an electronic or hard copy confirmation of the reservation before the bill is paid. A reservation can be cancelled, and the reservation advance refunded, only within 24 hours from its creation by a message sent to [mlynec@zatisigroup.cz](mailto:mlynec@zatisigroup.cz). The reservation cannot be cancelled and the reservation advance refunded at a later time.

### **PERSONAL DATA**

The processing of personal data provided by you to ZCG a.s. or to the restaurant where you made a reservation is governed by a separate document, "Privacy Policy", available at <https://www.zatisigroup.cz/cz/pdf/gdpr-cs.pdf/>.

### **MISCELLANEOUS**

Content of [www.mlynec.cz](http://www.mlynec.cz)

ZCG a.s. will strive to make sure that information provided on [www.mlynec.cz](http://www.mlynec.cz) is always current and correct. Nevertheless, minor errors or inaccuracies may appear, for which ZCG a.s. would like to apologize in advance.

Any and all materials and information contained at [www.mlynec.cz](http://www.mlynec.cz) are the sole property of ZCG a.s. and ZCG a.s. hereby reserves all rights thereto. The [www.mlynec.cz](http://www.mlynec.cz) website may further feature promotions of the services or products of ZCG a.s. or business partners of ZCG a.s.

Materials and texts contained at [www.mlynec.cz](http://www.mlynec.cz) may be modified, published or otherwise distributed solely with the prior consent of ZCG a.s. ZCG a.s. reserves the right to make any modifications and alterations on these webpages without prior notice as and when it deems appropriate. Any changes to these Terms shall become effective 7 days after their publication at [www.mlynec.cz](http://www.mlynec.cz).

### **FEEDBACK**

ZCG a.s. appreciates the opinions and feedback of users. Please send your views and suggestions concerning the restaurant or ZCG a.s. to [mlynec@zatisigroup.cz](mailto:mlynec@zatisigroup.cz) or Tel: +420 277 000 777. ZCG a.s. reserves the right to quote any submissions sent, with the sender's name included/excluded, at its discretion.

**Out-of-court settlement of consumer disputes:** In the event that a consumer dispute arises between the Seller and the Buyer, which cannot be resolved by mutual agreement, the Buyer can submit a proposal for out-of-court settlement of such a dispute to the designated entity for out-of-court settlement of consumer disputes, which is the Czech Trade Inspection, the Central Inspectorate - ADR department, Štěpánská 15, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz), web: [adr.coi.cz/](http://adr.coi.cz/).

These terms shall be in force and effect as of October 11, 2019.

Last update: February 24, 2022

Zátiší Catering Group, a.s.