



# GENERAL TERMS AND CONDITIONS

## Czech Out Trips

### 1. SERVICE PROVIDER

Czech Out Trips  
Operated by: Jiří Hronek  
Registered as a self-employed individual in the Czech Trade Register

Business ID (IČO): 88397033  
Address: Stehlíkova 929/20, 165 00 Prague 6, Czech Republic  
Data Box ID: 5immmqp

Czech Out Trips is a transportation and experience coordination service provider. We do not operate as a travel agency or tour operator under Czech law. Czech Out Trips does not provide package travel services.

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### 2. NATURE OF SERVICES

Czech Out Trips provides transportation, trip coordination and local recommendations.

All activities at destinations are optional or provided by independent third-party operators.

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### 3. BOOKING AND PAYMENT

A booking is confirmed once:

- the request is approved, and
  - full payment is received.
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### 4. CANCELLATION POLICY

- More than 48 hours before the trip → 100% refund
- 48 hours or less before the trip → no refund

We always try to offer flexible rescheduling when possible.

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## **5. CHANGES AND DELAYS**

Czech Out Trips may adjust the itinerary due to:

- weather conditions
- traffic
- safety or operational reasons

Delays may occur and do not entitle the customer to compensation.

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## **6. RESPONSIBILITY**

Czech Out Trips is responsible for transportation and basic coordination.

We are not responsible for:

- third-party services
- availability of attractions
- delays caused by external factors
- customer's physical condition

Participation is at the customer's own risk. Customers acknowledge that Czech Out Trips acts as a coordinator and transport provider, not as a travel agency.

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## **7. TRAVEL INSURANCE**

Travel insurance is not included.

Customers are responsible for arranging their own insurance.

We strongly recommend coverage for medical expenses, liability and cancellations.

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## **8. CUSTOMER RESPONSIBILITY**

Customers must:

- arrive on time
- follow instructions
- behave safely and respectfully

Failure to do so may result in exclusion without refund.

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## **9. COMPLAINTS**

Any complaint should be reported without undue delay, ideally during the trip or within 3 days after the service.

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## **10. GOVERNING LAW**

These Terms are governed by the laws of the Czech Republic.

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Valid from 2026.