

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.

2. NATURE OF SERVICES

Czech Out Trips provides:

- transportation
- trip coordination
- local recommendations

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

Czech Out Trips is not responsible for third-party services or their availability.

3. BOOKING AND PAYMENT

Booking is completed instantly through the online reservation system.

A booking is considered confirmed once the customer:

- submits the reservation form, and
- completes full online payment at checkout

No manual approval is required.

After successful payment, the customer:

- is redirected to a confirmation (thank-you) page, and
- receives a confirmation email together with a payment receipt

The customer is responsible for selecting the correct:

- date
- time
- meeting point

before completing the booking. No refunds are provided for incorrect bookings made by the customer.

In case of technical payment failure, the booking is not confirmed.

4. CANCELLATION POLICY

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

No refund is provided for:

- no-shows
- late arrivals
- incorrect bookings made by the customer

Rescheduling may be offered at the discretion of Czech Out Trips but is not guaranteed.

5. CHANGES AND DELAYS

Czech Out Trips may adjust the itinerary due to:

- weather conditions
- traffic
- safety reasons
- operational needs

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

6. RESPONSIBILITY

Czech Out Trips is responsible for:

- transportation
- basic coordination of the trip

Czech Out Trips is not responsible for:

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

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.

7. TRAVEL INSURANCE

Travel insurance is not included. Customers are responsible for arranging their own insurance. We strongly recommend insurance covering:

- medical expenses
 - personal liability
 - trip cancellation
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8. CUSTOMER RESPONSIBILITY

Customers must:

- arrive on time at the selected meeting point
- follow instructions given during the trip
- behave safely and respectfully

Failure to comply may result in exclusion from the trip **without refund**.

9. COMPLAINTS

Any complaint should be reported:

- without undue delay
- ideally during the trip
- or within 3 days after the service

Late complaints may not be accepted.

10. FORCE MAJEURE

Czech Out Trips is not liable for any failure or delay in the performance of its obligations due to events beyond its reasonable control. Such events include, but are not limited to, extreme weather conditions, natural disasters, accidents, strikes, transportation disruptions, or government restrictions.

In such cases, Czech Out Trips reserves the right to modify, reschedule, or cancel the trip without liability. Where possible, an alternative date or a refund may be offered at the discretion of Czech Out Trips.

11. MEDIA CONSENT

During the trip, photos and videos may be taken for promotional and marketing purposes.

By participating in the trip, customers agree that such materials may be used by Czech Out Trips on its website, social media, and other promotional channels.

Customers who do not wish to be photographed or recorded must inform Czech Out Trips in advance of the trip.

12. GOVERNING LAW

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

Valid from 2026