

**CONDITIONS OF PURCHASE AND USE OF HOTEL SERVICES OF  
SIA JAUNMOKU PILS**

**1. Terms and entry into force of conditions**

1.1. The conditions shall be in force between a natural person capable to act or a legal person (hereinafter – the Customer) and SIA Jaunmoku pils (hereinafter – JP) regarding legal relations when purchasing and using hotel services.

1.2. When purchasing the services, the regulatory enactments of the Republic of Latvia shall also be in force in addition to these conditions.

1.3. All payments and service purchase transactions should be performed by a person who has attained the age of 18 years.

**2. Price**

2.1. All prices are specified in euro and include the taxes and duties being in force at the moment of booking, determined by the Republic of Latvia or municipality within the territory of which JP is located.

2.2. Pricing information and binding rules for this are published on the website of JP [www.jaunmokupils.lv](http://www.jaunmokupils.lv) (hereinafter – the Website) and are available at the information centre of JP. Approval of the transaction at the same time shall mean a confirmation that the Customer has become acquainted with the pricing information and rules.

**3. Purchase and approval of the service**

3.1. When purchasing the service, the Customer shall specify his/her name, surname, phone number or e-mail, if necessary – address, the legal person shall specify details, as well as the date of use of the service. Data shall be processed in accordance with the Privacy Policy, which is published on the Website.

3.2. Purchase of the service is approved afterwards, when the Customer has received a verbal or written confirmation.

**4. Cancellation, making of changes, return of money**

4.1. The conditions for cancellation of the service, making changes and return of money are specified on the Website, at the time of purchase of the product or service and important conditions are sent to the Customer at the e-mail address specified by him/her or in the service purchase approval.

4.2. Cancellation of booking of the service, making changes and return of money, if the conditions provide for this, shall be performed by contacting the information centre of JP via phone +371 26187442 or e-mail [info@jaunmokupils.lv](mailto:info@jaunmokupils.lv) during the time from 9.00 to 16.00, specifying the service purchase approval number.

4.3. The booking can be cancelled free of charge until 12.00 the day before.

4.4. Cancellation of the service, making changes and return of money in other cases is possible, if the regulatory enactments of the Republic of Latvia provide for that.

4.5. Services purchased on the Website:

4.5.1. are in force on the booking dates of services selected by the Customer only. In the case of failure to use them, the paid money shall not be returned, unless the Service Purchase Conditions determine otherwise.

4.5.2. In order to make changes to the purchase of the service, the previously made purchase on the Website shall be cancelled and a new purchase should be made on the Website, taking into account the fact that availability of the service and prices on other dates may differ.

4.6. JP shall withhold the payment sum provided for in the pricing conditions for the booked accommodation services, all amounts for other services in the full amount, as well as the cancellation fee and other direct expenses arising to JP in relation to failure to use the service in cases, if:

4.6.1. the Customer has acquired the accommodation services for a certain period of time, but has not arrived to receive the service until 18:00 on the relevant day and has failed to notify the Information Centre of that by 12:00 the day before;

4.6.2. the Customer has acquired any other service for a certain period of time, but has failed to arrive to receive the service at the booked time and has failed to notify the Information Centre of JP of that.

4.7. JP shall return the payment made by the Customer for acquisition of the service, if:

4.7.1. due to unexpected, unavoidable and uncontrollable circumstances JP is not able to provide, offer and/or agree with the Customer on the provision of alternative services within the framework of 6 (six) months.

4.7.2. not later than 30 (thirty) days before provision of the service, JP has warned the Customer in writing of a reasonable reason not to be able to provide the services.

4.8. In the case of a return of money to the Customer, money shall be returned to his/her bank account not later than within 7 (seven) working days.

## **5. Confidentiality**

5.1. All personal data information used when making a purchase of a service on the Website shall be confidential, and all regulatory enactments on personal data protection shall apply to this.

5.2. JP shall be entitled to collect data of the Customer. JP shall not transfer the data of the Customer to third parties without agreement and explicit consent from the part of the Customer, except in cases provided for in regulatory enactments.

5.3. Necessary personal data for processing shall mean information specified by the Customer when making the purchase of a service on the Website (name, surname, address, phone number, e-mail address).

## **6. Duties of JP towards the Customers**

6.1. In case that after receipt of the approval on the purchase of the accommodation service it appears that JP is not able to grant the booked number to the Customer, JP shall have a duty to offer accommodation of a similar or better level without additional payment in the neighbouring hotel or return the money in accordance with the procedure determined in the conditions.

## **7. Duties of Customers towards JP**

7.1. The customers shall have the following duties, when staying in the premises and territory of JP:

7.1.1. to comply with the internal rules of JP, including not to light candles or smoke in the premises of the hotel, as well as in case of failure to comply with the rules, to compensate JP for penalties determined in the price list thereof and Clause 8 and sub-clauses of these conditions;

7.1.2. to observe silence and not to disturb other guests of the hotel during the night from 23.00 to 7.00. In case of failure to observe silence, JP shall be entitled to call security, municipal or state police.

7.2. When not staying in the hotel room, the Customer shall have a duty to lock the doors and not to deliver the key to any third person, otherwise JP shall not be responsible for property left in the rooms.

7.3. Before leaving JP, the Customer shall settle accounts in the full amount for all goods and services received therein.

7.4. The Customers shall be obliged in accordance with the procedure provided for in regulatory enactments to confirm to JP his or her personal information, including when purchasing alcoholic beverages.

## **8. General information**

8.1. Hotel room shall be available from 15.00 on the day of arrival until 12.00 the day of departure.

8.1.1. If the Customer needs a later check-in (after 18.00), the Customer shall separately inform JP of this, agreeing on the check-in possibilities and making the payment for service in the amount of 100% by 18.00 of the day of arrival.

8.1.2. If the Customer needs early check-in (from 8.30) or late check-out (until 18.00), the Customer shall separately inform JP, agreeing on the additional payment in accordance with the price list in force.

8.2. Children up to 2 years old shall stay free of charge, using the cots of the Customer. Children from 3 years old have access to an additional bed, for which an additional price is determined in accordance with the price list. A cot is available on request by informing the Information Centre of JP by 12.00 the day of arrival.

8.3. The Customer may book additional places separately by contacting the Information Centre of JP by 12.00 the day of arrival. When purchasing the additional space on the Website, it shall be included in addition to the total price of the hotel room.

8.4. When booking the hotel room, the Customer may select and include breakfast in the hotel package. The current price for this is available to the Customer at the time of making the purchase. The total price of the package shall be determined for the Customer, without separating the price of the breakfast.

8.4.1. The Customer may book breakfast in addition by contacting the Information Centre of JP by 12.00 the day of arrival.

8.4.2. JP provides breakfast every day from 9.00 to 11.00.

8.5. Upon request and for an additional price (according to the effective price list), JP admits Customers with pets only in certain rooms suitable for the well-being of pets:

8.5.1. Service animals can stay in JP without additional price.

8.5.2. If the Customer has failed to warn JP of staying with a pet, JP shall reserve the right to apply a fine in the amount of EUR 70.00.

8.6 The Customer shall assume responsibility for any material and moral loss caused to JP and third persons.

8.7. The car parking lot for Customers is free of charge at the designated parking area.

8.8. The Parties agree on the following contractual penalties:

8.8.1. All hotels rooms are non-smoking rooms and the contractual penalty for smoking in the hotel room of JP shall be in the amount of the current price of the room for 2 nights according to the price list;

8.8.2. In case of loss or damage of the key and/or key pendant, the Customer shall cover the loss in the amount of EUR 20.00;

8.8.3. The contractual penalty for damage or removal of the inventory of JP from the room shall be determined post factum by drawing up a report on the loss caused.

## **9. Additional/Miscellaneous**

9.1. All uncertainties and complaints about the purchase of services between the Customer and JP shall be settled by negotiations. In case of failure to reach an agreement, the Customer shall be entitled to turn to the Customer Rights Protection Centre. In case of complaints and matters not described in these conditions, the regulatory enactments of the Republic of Latvia shall be applied.

9.2. JP may transfer recovery of debt for services received by the Customer and contractual penalties and debts in case of failure to comply with these conditions to debt recovery service providers.

### **SIA Jaunmoku pils**

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