

## **GENERAL TERMS AND CONDITIONS**

### **1. BASIC PROVISIONS**

1.1. The operator of the parking lot is ALTOS s.r.o., ID: 17822394, headquartered at Žlutá 205, Chrášťany, 252 19, file number: C 377371, Municipal Court in Prague, not a VAT payer (hereinafter referred to as the “Operator”), operating the parking lot at [www.topparking.cz](http://www.topparking.cz), located on plot number 904 in the municipality of Středokluky, cadastral area Středokluky, land registry no. 245 (hereinafter referred to as the “Parking Lot”). The Operator also provides transportation for customers and their luggage (hereinafter referred to as “Transportation”) between the Parking Lot and Terminal 1 at Václav Havel Airport in Prague and back (hereinafter referred to as “Parking Services”).

1.2. Customers book parking by submitting a reservation through the Operator’s website [www.topparking.cz](http://www.topparking.cz). Such reservations are made solely under these General Terms and Conditions (GTC). The Operator does not accept any conditions set by the customer. The reservation is governed by the provisions of the Parking Lot Operating Rules issued by the Operator, available on the Operator’s website [www.topparking.cz](http://www.topparking.cz). By submitting a reservation, the customer confirms that they have read and agree to the terms and provisions stated in the Operating Rules.

1.3. The reservation confirmation is an email sent by the Operator to the email address provided by the customer in the booking form. The customer must retain this confirmation.

### **2. FORMATION OF THE CONTRACTUAL RELATIONSHIP**

2.1. Customers book Parking Services through the Operator’s website [www.topparking.cz](http://www.topparking.cz) by completing and submitting the online booking form. Customers select the arrival and departure dates, which define the parking period. The arrival date must be on or after the date of the booking submission. The parking period must be used continuously from the vehicle's entry to the Parking Lot.

2.2. Customers must provide a functional email address during booking, which remains valid until the completion of the Parking Services. Customers are responsible for ensuring that emails from the Operator are not blocked by spam filters.

2.3. Emails sent by the Operator to the customer’s provided email address are considered delivered upon sending. The Operator is not responsible for transmission errors.

2.4. The booking form also includes the price of the Parking Services. This price is calculated based on the details provided in the booking.

2.5. By submitting a booking, the customer offers to enter into a contract for Parking Services with the Operator. This reservation can only be made in the Czech language.

2.6. If the customer notices any errors in the personal details provided in the booking, they must notify the Operator immediately via email at [info@topparking.cz](mailto:info@topparking.cz), specifying the incorrect details and their corrections.

2.7. If the customer notices any errors in the parking period details, they can inform the

Operator via email at [info@topparking.cz](mailto:info@topparking.cz). The Operator does not guarantee that such changes can be accommodated.

2.8. The Operator is obligated to allocate a parking space to a customer who presents a valid parking confirmation.

2.9. Parking confirmation can also be used by another person. The same rights and obligations apply to the individual holding the valid parking confirmation as to the original customer.

2.10. Payment is only accepted in cash.

2.11. A parking space is defined as an area of at least 10 m<sup>2</sup>.

2.12. All vehicles, regardless of user type, must pay the parking fee.

### **3. CCTV SYSTEM AT THE PARKING LOT**

3.1. The Parking Lot is monitored by a CCTV system that records entering, exiting, and parked vehicles, as well as customer activities within the premises.

3.2. The CCTV system processes personal data, including license plate numbers and visual images (hereinafter referred to as "Personal Data"), for the purpose of protecting the property of customers and the Operator. This data processing is necessary for fulfilling the parking reservation.

3.3. License plate numbers captured by the CCTV system are stored in the Operator's system for up to 15 years, considering the statute of limitations and evidence requirements in potential disputes.

3.4. Customers can contact the Operator at [info@topparking.cz](mailto:info@topparking.cz) for any queries regarding Personal Data protection.

### **4. ORDER CANCELLATION**

4.1. Customers may cancel their booking no later than one day before the parking confirmation becomes valid.

4.2. Cancellation requests must be submitted via email to [info@topparking.cz](mailto:info@topparking.cz) along with the customer's reservation confirmation.

### **5. USE OF PARKING CONFIRMATION**

5.1. Customers must present a valid parking confirmation (confirmation email) upon entry to the Parking Lot. The staff will verify the confirmation before allowing entry. In case of reasonable doubts about the validity or authenticity of the confirmation, entry may be denied.

5.2. If a customer leaves their vehicle at the Parking Lot beyond the booked parking period, an additional fee of 100 CZK (one hundred Czech crowns) will be charged for each additional day.

5.3. Customers leaving the Parking Lot earlier than the booked parking period cannot re-enter using the same parking confirmation.

5.4. No refunds are issued for unused parking services.

## **6. CLAIMS**

6.1. Any complaints regarding the provision and reservation of Parking Services, the booking system, payment, or issuance of parking confirmation must be submitted in writing to the Operator's address, including relevant supporting documents. The complaint must specify the details of the Parking Services being disputed and the basis for the claim.

6.2. The Operator will investigate the complaint and respond within the legally prescribed period.

6.3. Once the customer leaves the Parking Lot, they cannot claim any damages.

## **7. OTHER PROVISIONS**

7.1. The Operator may reject a booking or payment if the parking capacity is fully utilized for the requested period.

7.2. In unforeseen circumstances, if a parking space is not available within 45 minutes of the reservation start time, the customer may cancel the booking.

7.3. The Operator reserves the right to change the Parking Lot for operational reasons (e.g., full capacity). The customer must comply with the Operating Rules of the new Parking Lot.

7.4. The Operator is not liable for any loss or damage to vehicles or their accessories caused by third parties or force majeure (e.g., lightning, hail, natural disasters, or vehicle self-ignition).

## **8. FINAL PROVISIONS**

8.1. The current version of these GTC is available on the Operator's website [www.topparking.cz](http://www.topparking.cz).

8.2. These GTC are effective from June 1, 2019. The Operator reserves the right to amend them without prior notice. Changes are effective upon publication on the Operator's website.