

# VARY° Voucher

## Project – General Terms and Conditions

### Preamble

**VARY°Voucher** is a project focused on restarting tourism and spa business in Karlovy Vary. This suitable form of immediate aid is intended for all entities that would like to join the campaign. At the same time we provide a clear and exact incentive to potential clients to book accommodation and services directly in Karlovy Vary. By the expected multiplication effect in the form of payment for reservation of all services to the provider and other payments for direct services provided by the provider and in the destination, we will stimulate and activate the entire tourism market. The programme has been comprehensively consulted with the Czech Association of Hotels and Restaurants, and the majority of them agreed on the refund system of vouchers and support the project. The programme of discount vouchers for stays has been inspired by the scrappage scheme, which helped the automotive industry survive and stay alive during the 2008-2009 financial crisis.

### 1. General Provisions

**1.1. Operator of the system:** INFOCENTRUM MĚSTA Karlovy Vary, o.p.s.

**1.2. Supplier of the Voucher reservation system:** Colloseum system

**1.3. Intended for / entitled to use:** end user, guest, visitor and/or patient in Karlovy Vary without any limitation or regard to age, gender, sexual orientation, ethnicity, religion, political belief

**1.4. Entitled to provide:** accommodation/service provider that agreed to participate in the programme, you will find more details in Article 2.3.

**1.5. Product:** discount voucher for using services under clear conditions at face values of CZK 1,000, 2,500 or 5,000

**1.6. Participants:** any entities offering accommodation, incl./excl. spa treatment, with the place of business or establishment in the territory of Karlovy Vary

**1.7. Support:** Municipal Office of Karlovy Vary – in the form of an approved grant to INFOCENTRUM MĚSTA Karlovy Vary, o.p.s., Husovo náměstí 2, 360 01 Karlovy Vary. Reg. No. 26330725, on the basis of a Grant Provision Agreement between the Promoter and the Operator

**1.8. Estimated volume of funds:** CZK 10,000,000

**1.9. Accounting of allocated funds:** on the basis of a Cooperation Agreement, entered into between the Provider and the Operator, for face values of Vouchers for stays.

**1.10. Contractual relationship between the Interested Party and Operator:** Gift Agreement, incl. these Terms and Conditions (and consent to processing of personal data for inspection purposes). Upon concluding the Gift Agreement, the right to use the Voucher with the Provider will arise.

**1.11. Application of the priority principle,** this means that the interested party takes priority over anybody who expresses the same interest for the same offer later. (Interested parties will be satisfied in the order in which they expressed their interest).

**1.12.** The Operator reserves a right to change these Terms and Conditions, including an option to fully cancel the project for any reason or without giving a reason.

**1.13.** There is no statutory entitlement to provision of the Voucher.

## **2. Definitions of terms**

**2.1. VARY°Voucher** – issued electronic voucher with a unique numeric code as a carrier of discount on accommodation with the Provider

**2.2. Interested party (in compliance with Article 1.3.):** potential client who will generate a voucher and then use it upon reservation; the discount will be used on the final payment at the end of stay

**2.3. Provider:** accommodation facility providing services – accommodation, meals and/or treatment on the basis of the required authorisation, which needs to be submitted upon Engagement under Article 1.6.

**2.4. Operator:** INFOCENTRUM MĚSTA Karlovy Vary, o.p.s., Reg. No. 26330725, with its registered office at Husovo nám. 270/2, 360 01 Karlovy Vary

**2.5. Promoter:** Municipal Office of Karlovy Vary, Reg. No. 00254657, with its registered office at Moskevská 21, 360 01 Karlovy Vary

### 3. Issuance of vouchers:

	Voucher value	grant	
		Number of vouchers	Total sum per individual type
Type No. 1.	CZK 1,000	1,000x	CZK 1,000,000
Type No. 2.	CZK 2,500	1,100x	CZK 2,750,000
Type No. 3.	CZK 5,000	1,250x	CZK 6,250,000
		<b>3,350x</b>	<b>CZK 10,000,000</b>

4. **Date of issuance:** The Vouchers will be issued on 25/05/2020

### 5. Types of vouchers

#### 5.1. Type No. 1. - Bed&Breakfast

Value: **CZK 1,000** incl. VAT

Conditions of use: The voucher may be used for “bed and breakfast” stays for a minimum of 3 nights and minimum total reservation value of CZK 3,000

#### 5.2. Type No. 2. - Wellness

Value: **CZK 2,500** incl. VAT

Conditions of use: The voucher may be used for “wellness stays” for a minimum of 4 nights and minimum total reservation value of CZK 9,000

“Wellness stay” means a service package containing accommodation provided with breakfast at least and including other hotel wellness services, such as massages, free baths, free admission to the swimming pool, etc.

#### 5.3. Type No. 3. - Spa

Value: **CZK 5,000** incl. VAT

The Voucher may be used for “spa stays” for a minimum of 7 nights and minimum total reservation value of CZK 19,000.

“Spa stay” means accommodation with half-board at least and package of spa procedures provided by a non-state health facility on the basis of a prescription issued by the spa physician.

### 6. Other conditions of use (for all types of vouchers):

- Vary°Voucher may only be used in the system within 168 hours after generation. The reservation must be carried out and the voucher must be confirmed in the system of the accommodation provider during this period.
- Vouchers issued under this programme are valid till 30/09/2020; this means that within this period the stay of an interested party must end and must be billed between the Provider and the interested party; billing in the relationship between the Provider and the Operator will be carried out by 31/10/2020.
- Vouchers are issued and generated at [www.karlovyvary.cz/voucher](http://www.karlovyvary.cz/voucher)

- One voucher for stay may be used for one reservation
- Vouchers are only valid for guaranteed, direct and prepaid reservations
- Vouchers are not transferable to other persons
- Only one voucher may be used for each reservation
- Vouchers cannot be used on arrival at the hotel without prior direct reservation
- The Providers undertake to provide services for the lowest prices on the market (under the project, the participating Provider cannot increase the standard price of accommodation)

## **7. Control system:**

Each voucher is generated in a numeric sequence and is assigned a specific, unique number, linked to the personal details of the interested party.

Upon reservation, the voucher validity and face value are verified by the Provider in the online system. If all the data match the reservation data, the Provider can use the voucher for a specific reservation and use the discount on the final payment. The Provider will deduct the voucher face value to the Interested Party from the total price of reservation. After the booked stay ends, the Provider will send the total list of used vouchers to the Operator, back for the prior calendar month. The final hotel accounts will be attached to the list of vouchers, with personal data of the interested party blacked out. The following items are only required for the check: name, surname, date of birth, email, phone, total price of services and its itemisation, incl. VAT (for example accommodation/boarding/spa care), and the voucher discount visibly set off.

## **8. Procedures of individual parties:**

### **8.1. Interested party:**

1. Voucher generation, voucher acceptance on the basis of the Gift Agreement between the Operator and the interested party
2. Use of the voucher within 168 hours of issuance = reservation of accommodation and services directly with the Provider
3. Prepayment of at least a part of the reservation, according to the Provider's conditions
4. Stay in Karlovy Vary
5. Payment of the stay, the price is reduced by the voucher value

### **8.2. Provider:**

1. Registration of the facility with the Operator, entering into the Cooperation Agreement with the Operator
2. Provision of a direct prolink to the reservation system of the Provider to the Operator
3. Upon reservation receipt, the Provider will verify the validity through its access to the online system and use the voucher.
4. After the stay reserved by the interested party ends, issuance of the total bill for the stay with a clearly marked value of the granted discount at the voucher face value
5. In the month following the end of stay, consolidation of all used vouchers with completed stays and sending the total invoice to the Operator together with individual accounts/invoices, evidencing the Provider's entitlement

### **8.3. Operator:**

# Karlovy VARY°

1. Setting up, administration and operation of the registration system for VARY°Voucher
2. Ensuring the issuance of VARY°Voucher
3. Communication and entering into contracts with interested parties
4. Receipt of billing from individual Providers, inspection and payment on the basis of the Cooperation Agreement with the Provider
5. Database administrator and client centre for interested parties and Providers

## 8.4. Promoter:

1. Inspection of the grant use
2. Possibility to check interested parties provided accommodation by the Provider

## Voucher visualisation:

