

# Terms and Conditions

## Introductory Information

**Zátiší Catering, Novotného lávka 5, 110 00 Prague 1, Company ID (IČ): 15269574, VAT ID (DIČ): CZ15269574, is part of the Zátiší Group holding..**

Please carefully read the following general terms and conditions (hereinafter also referred to as the “Terms”) for registration on the website of the restaurant V Zátiší. As stated below, by registering or making a reservation you confirm that you have read these Terms, understood their content, have no objections to them, and you agree to them; at the same time, the Terms become a contractual arrangement between you and Zátiší Catering a.s., Novotného lávka 5, 110 00 Prague 1, Company ID (IČ): 15269574, VAT ID (DIČ): CZ15269574 (hereinafter “Zátiší Catering”).

The website operated by Zátiší Catering [www.vzatisi.cz](http://www.vzatisi.cz) enables fast online reservations for the restaurant via the Apetee service at [vzatisi.apetee.com](http://vzatisi.apetee.com).

## Personal Data Protection Rules

Customers’ personal data are processed in accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016. By making a reservation, you consent to the use of your personal data for the purpose of providing the restaurant’s services, and you also confirm your consent to the marketing use of your personal data by Zátiší Catering and other companies belonging to the Zátiší Group, in accordance with the Zátiší Group Business Partners Data Protection Statement, available in full at:

<https://www.zatisigroup.cz/cz/pdf/gdpr-cs.pdf/>

By using the website with consent to the use of cookies, you also agree to the marketing use of data about your visit to the website under the Zátiší Group Business Partners Data Protection Statement (see above).

In accordance with Act No. 480/2004 Coll., the customer agrees to receive informational emails.

## Making a Reservation

A reservation can only be made for a time when the restaurant is open. The opening hours of the restaurant V Zátiší are listed in the footer of [www.vzatisi.cz](http://www.vzatisi.cz), and reservations at V Zátiší are made on [www.vzatisi.cz](http://www.vzatisi.cz), specifically via the reservation form on the domain [vzatisi.apetee.com](http://vzatisi.apetee.com). When making a reservation, the guest enters the number of persons, the date, and the time of the reservation. Depending on capacity for the selected time, the reservation will either be confirmed immediately and automatically, or the guest must wait for confirmation by email from the restaurant.

- Individual reservations – 1–6 persons – the restaurant requires a payment card hold; see “Payment Card Hold” below.
- Group reservations – 7 or more persons, or reservations on a special day – the restaurant will require an advance payment; see the next section “Advance Payments”.

## **Payment Card Hold**

To complete a reservation for 1 to 9 persons, the restaurant requires payment card authorization and, at the same time, a hold of CZK 250 per person.

## **Advance Payments**

On special days, such as New Year's Eve (31 December), Valentine's Day (14 February), Christmas Day (25 December), and any other days as determined by the restaurant V Zátiši, only a special menu prepared for that day may be served, and the customer will not be able to freely choose à la carte dishes. In such cases, the menu and its price are published in advance on the website. For reservations on these special days, the restaurant may require an advance payment starting from reservations for 2 persons, up to 100% of the price of the relevant menu. For reservations of 7 persons or more, the restaurant reserves the right to require an advance payment of CZK 500 per person.

For reservations for groups of more than 10 people, private closed events, or orders of a tailor-made menu, the reservation is not made via the automated Apetee system; instead, terms can be arranged ad hoc with the restaurant reception by email at [vzatisi@zatisigroup.cz](mailto:vzatisi@zatisigroup.cz), in which case an advance payment of 80% of the price of the ordered menu is usually required.

The advance payment can be paid online by payment card via the GoPay payment gateway, in accordance with the terms and conditions of that payment gateway. If the customer wishes to pay by another method, it is possible to arrange this ad hoc with the restaurant reception by email at [vzatisi@zatisigroup.cz](mailto:vzatisi@zatisigroup.cz). To apply the reservation advance payment against the bill when visiting the restaurant, the reservation confirmation must be shown to the staff (electronically or in paper form) before paying the bill.

## **Validity and Cancellation of Reservations**

A reservation is transferable; i.e., it may be used by persons other than the user. A reservation may be used only once. A reservation can be cancelled, including a refund of the reservation advance payment, no later than 24 hours before the reservation time, by sending a message to [vzatisi@zatisigroup.cz](mailto:vzatisi@zatisigroup.cz) or via the link in the confirmation email. If a reservation is cancelled later than 24 hours before the reservation time, or if the guest fails to arrive at the reserved time, the restaurant V Zátiši is entitled to charge a cancellation fee of CZK 250 for each person for whom the reservation was made.

The total cancellation fee will be charged to the payment card authorized when the reservation was made.

For group reservations, a refund of the reservation advance payment is not possible unless the reservation is cancelled more than 24 hours before the reservation time.

## **Website Content**

Zátiši Catering makes every effort to ensure that all information published on the website of the restaurant V Zátiši is always up to date and accurate. However, incomplete or outdated information may occasionally appear on the website, for which Zátiši Catering sincerely apologizes.

All information, promotional materials, photographs, and images published on [www.vzatisi.cz](http://www.vzatisi.cz) are the exclusive property of Zátíší Catering or another company within the Zátíší Group. Zátíší Catering or another Zátíší Group company reserves all rights to them, and they may be further distributed, in modified or unmodified form, only with the consent of Zátíší Catering or another Zátíší Group company. The website [www.vzatisi.cz](http://www.vzatisi.cz) may also display promotion of services or products of the Zátíší Group or the Zátíší Group's contractual partners. Zátíší Group reserves the right to make changes and modifications to these pages, without prior notice, at any time it deems appropriate.

### **Liability of the Restaurant V Zátíší**

The restaurant V Zátíší (Zátíší Catering) is liable to the customer for defects in goods and/or services to the extent set out by generally binding legal regulations. In the event of defective goods and/or services relating to the ordered food, the customer must report the defect immediately after it is discovered.

### **Suggestions**

The restaurant V Zátíší (Zátíší Catering) values users' opinions and feedback. Please send opinions and suggestions regarding the restaurant to [vzatisi@zatisigroup.cz](mailto:vzatisi@zatisigroup.cz). Suggestions regarding the Zátíší Group should be sent to [info@zatisigroup.cz](mailto:info@zatisigroup.cz). Zátíší Catering reserves the right to quote submitted contributions, with or without stating the sender's name.

**Out-of-court settlement of consumer disputes:** In the event that a consumer dispute arises between the Restaurant V Zátíší (Zátíší Catering) and a customer (who is a consumer) that cannot be resolved by mutual agreement, the buyer may submit a proposal for out-of-court settlement of such dispute to the competent out-of-court consumer dispute resolution body, which is the Czech Trade Inspection Authority, Central Inspectorate – ADR Department, Štěpánská 15, 120 00 Prague 2, email: [adr@coi.cz](mailto:adr@coi.cz), website: [adr.coi.cz/](http://adr.coi.cz/).

These Terms are valid and effective as of 11 October

2019

Date of last update: 1 April 2026