

1. Company Identification

This website is operated by:

Company Name: MUNGO HERO s.r.o.

Registered Office: Kaštanová 1169, 665 01 Rosice, Czech Republic

ID (IČO): 17991391

Registered in: Commercial Register kept by the Regional Court in Brno, Section C, File 132431

Statutory Body: Mgr. Petra Havlíková, Managing Director

Contact: info@mungohero.com , +420 725 016 690

2. Nature of the Website (Inspirational Catalog)

The content of this website is for **informative and inspirational purposes only**. The presented destinations, photographs, and descriptions of activities serve as an overview of potential future travel opportunities and do not constitute an offer to conclude a contract (a travel package offer) within the meaning of Section 1732 of the Czech Civil Code.

Specific dates, prices, and programs are subject to an individual quote prepared upon your request.

A contractual relationship is only established through subsequent direct contact and the signing of a formal Travel Contract.

3. Travel Agency Activities

MUNGO HERO s.r.o. operates as a **Travel Agency (Intermediary)**.

We are not the Tour Operator (Organizer) of the presented travel packages under Act No. 159/1999 Sb.

At the time of booking a specific trip, the organizer is always a properly insured Tour Operator (our partner). Their identity, General Terms and Conditions, and proof of insolvency insurance will be presented to you before the Travel Contract is signed.

4. Mandatory Information for Customers

In accordance with Act No. 159/1999 Sb., we provide a link to the standardized **Information Form for Travel Package Intermediaries (PDF)**, which summarizes your rights regarding travel services.

5. Privacy Policy (GDPR)

Controller: MUNGO HERO s.r.o., ID: 17991391.

Purpose: We process your personal data (name, contact details) solely to handle your inquiry or request.

Legal Basis: Pre-contractual measures taken at the request of the data subject.

Transfer of Data: Data is transferred to third parties (the organizing Tour Operator, insurance company) only if an order is placed, and only to the extent necessary for the realization of the trip.

You have the right to access, rectify, or erase your data. Please direct any inquiries to our contact email.

6. Out-of-Court Dispute Resolution (ADR)

In the event of a consumer dispute that cannot be resolved by mutual agreement, the customer (consumer) has the right to an out-of-court settlement through **the Czech Trade Inspection Authority** (web: www.coi.cz).

Pro-tip for your English contact form:

Under the "Send" button, use this short English text:

"By submitting this form, you acknowledge that **MUNGO HERO s.r.o.** processes your personal data to handle your inquiry. Detailed information can be found in our Legal Information."

Standard Information Form for Travel Package Intermediaries

The combination of travel services offered to you is a package within the meaning of Act No. 159/1999 Sb., on certain conditions for business activities and the performance of certain activities in the field of tourism.

Therefore, you will benefit from all EU rights applying to packages. The tour operator (the specific travel office indicated in the offer) will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, the tour operator has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key Rights under Act No. 159/1999 Sb. and the Civil Code:

Information: Travelers will receive all essential information about the package before concluding the package travel contract.

Liability: There is always at least one trader (the Tour Operator/Organizer) who is liable for the proper performance of all the travel services included in the contract.

Emergency Contact: Travelers are given an emergency telephone number or details of a contact point where they can get in touch with the organizer or the travel agent.

Transfer of Contract: Travelers may transfer the package to another person, upon reasonable notice and possibly subject to additional costs.

Price Revision: The price of the package may only be increased if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveler may terminate the contract.

Termination without Fee: Travelers may terminate the contract without paying a termination fee before the start of the package in the event of exceptional circumstances, for instance, if there are serious security problems at the destination which are likely to affect the package.

Termination with Fee: Travelers may terminate the contract at any time before the start of the package upon payment of an appropriate and justifiable termination fee (cancellation fee).

Insolvency Protection: If the organizer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travelers is secured.

Travel Agent (Intermediary):

MUNGO HERO s.r.o., ID: 17991391, Kaštanová 1169, 665 01 Rosice, Czech Republic.