

Terms of order cancellation (hereinafter referred to as "Cancellation Policy")

1. The services that have been bindingly ordered from Pride Business Forum (hereinafter referred to as "Ordered Services") can be canceled at the following email address: [ales@pridebusinessforum.com](mailto:ales@pridebusinessforum.com). For the purposes of the cancellation fees specified below, the Ordered Service shall be deemed canceled at the time of delivery of the cancellation email to the Provider.
2. If the Ordered Services are canceled by the Customer:
  - a. earlier than 7 calendar days prior to the time of delivery of the Ordered Services, such cancellation shall not be subject to a cancellation fee;
  - b. 7 calendar days before or later, but not later than 48 hours prior to the time of delivery of the Ordered Services, the Client shall be charged a cancellation fee of 50% of the agreed fee [including VAT];
  - c. 48 hours prior to the time of delivery of the Ordered Services or later, the Customer will be charged a cancellation fee of 100% of the agreed fee [including VAT].
3. By confirming your order for our Services, you also confirm that you are aware of the Cancellation Policy and accept it.
4. These Cancellation Conditions shall be governed by and construed in accordance with §1992 and other relevant provisions of Act No. 89/2012 Sb. ("the Civil Code"), The cancellation fee may be charged also in case when the Client has already paid the fee for the Ordered Services in part or in full; in such case, the Client shall be refunded the relevant part of the agreed fee already paid in excess of the amount of the cancellation fee (the second sentence of §1992 of the Civil Code shall not apply).