

# DISTANCE CONTRACT

Booking of holiday complex services  
Effective from: 01 April 2026

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## 1. SELLER DETAILS

Company name: DICOM SIA

Registration No.: 50203640081

VAT No.: LV50203640081

Legal address: Meža prospekts 4-81, Dobele, LV-3701

Bank: AS Swedbank

IBAN: LV62HABA0551064794513

SWIFT/BIC: HABALV22

E-mail: info@ausatas.lv

Website: <https://house.ausatas.lv>

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## 2. GENERAL PROVISIONS

This Distance Contract (hereinafter – Contract) sets out the terms under which the Buyer may book and pay for services at House Ausatas holiday complex (hereinafter – Complex) via the website <https://house.ausatas.lv>.

The Contract is concluded as a distance contract in accordance with EU Directive 2011/83/EU on consumer rights and applicable Latvian law.

By completing a booking and payment, the Buyer confirms they have read and agree to this Contract.

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## 3. SERVICE DESCRIPTION

The Seller offers booking of the following accommodation and leisure services:

- House "Ausatas māja" — accommodation at the holiday complex
  - Sauna "Pirts" — sauna rental with or without accommodation
  - Additional services — sauna whisks, BBQ kit, bicycles, SUP boards, champagne, food packages, transfer, photo session and other services on request
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## 4. BOOKING PROCEDURE

Bookings are made as follows:

- The Buyer completes the booking form on the website, specifying check-in date, check-out date, number of guests and contact details.

- The Buyer receives a booking confirmation by email.
  - A booking is considered confirmed upon receipt of payment or written confirmation from the Seller.
  - The Seller reserves the right to decline a booking if the requested period is unavailable, notifying the Buyer within 24 hours.
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## **5. PRICES AND PAYMENT**

Service prices are quoted in euros (EUR) and include VAT where applicable. The Seller reserves the right to change prices, but changes do not apply to confirmed bookings.

Payment is accepted by the following methods:

- Credit/debit card (Visa, Mastercard) — via Klix payment platform
  - Bank transfer to the Seller's account (IBAN: LV62HABA0551064794513)
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## **6. CANCELLATION AND REFUND POLICY**

Cancellation terms:

- Free cancellation — if the Buyer cancels at least 7 (seven) days before the check-in date, a full refund is issued.
- Cancellation less than 7 days before check-in — the amount paid is non-refundable.
- No-show — the amount paid is non-refundable.
- Force majeure (natural disaster, pandemic, government restrictions) — full refund regardless of cancellation timing.

Refunds are processed within 10 business days of receiving the cancellation request using the original payment method. To cancel, email: [info@ausatas.lv](mailto:info@ausatas.lv) with your booking reference.

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## **7. DATA PROTECTION**

The Seller processes the Buyer's personal data (name, email, phone) for the purpose of fulfilling the booking, in accordance with the GDPR and applicable Latvian law.

Personal data is not shared with third parties except as required for payment processing (Klix, Swedbank) or by law.

The Buyer has the right to request access to, correction or deletion of their personal data by writing to [info@ausatas.lv](mailto:info@ausatas.lv).

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## **8. DISPUTE RESOLUTION**

Complaints should be submitted by email to [info@ausatas.lv](mailto:info@ausatas.lv). The Seller undertakes to respond within 15 business days.

If a dispute cannot be resolved amicably, the Buyer may contact the Latvian Consumer Rights Protection Centre (PTAC) at [www.ptac.gov.lv](http://www.ptac.gov.lv) or pursue the matter in a Latvian court.

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Contract prepared on 01 April 2026.

SELLER:

DICOM SIA

Reg. Nr. 50203640081

Meža prospekts 4-81, Dobele, LV-3701

info@ausatas.lv | <https://house.ausatas.lv>