



Booking Conditions

Reservations

A reservation is confirmed once the customer has received written confirmation via email which also specifies the total price of the reservation. Any modifications to the reservation will be considered valid provided that they are agreed upon:

- written correspondence – if any change of reservation details occurs (arrival and departure dates, number of nights, number of clients, type of accommodation, number and type of meals, etc.) the hotel will send written confirmation; or
- the online reservation system through which the booking was made

SPECIAL REQUIREMENTS

In the event that the customer has specific requirements relevant to the reservation (such as food intolerance, specific diseases that require additional or different services, etc.), they must be approved beforehand by the hotel and the arrangement should be stipulated in written correspondence between the parties.

PRICE AND PAYMENT METHOD

For a reservation, if the customer has not confirmed other conditions for payment or cancellation than the ones described below, the following conditions apply:

The customer is obliged to make an advance payment of 50% (fifty percent) of the total price of the requested tourist services, confirmed also by the hotel, within three (3) business days from the date of confirmation. The customer is obliged to pay the rest of the amount at least 14 (fourteen) days prior to the date of arrival. In the event that there remain fourteen (14) or less than 14 (fourteen) days until the date of arrival, the customer is obliged to pay the full price of their requested tourist services, confirmed also by the hotel. The hotel is entitled to the right to set earlier deadlines for full payment submission, as well as to lay down conditions regarding reservation changes and cancellation, for instance justifiable price reductions or other discount related conditions. All payments are made electronically – via card (VISA, MasterCard) through the hotel website or via bank transfer, and all expenses and commissions on bank transfers shall be on the customer's account.

CHECK IN

Hotel check-in is after 15:00 PM.

CHECK OUT

Services end at 11:00 PM on check-out day. If the client wishes to check out later, the hotel offers such an option upon availability and at an additional charge.



PENALTIES

The customer could cancel the requested services without penalties no later than thirty (30) days prior to the arrival date to the hotel or according to the chosen by the customer cancellation policy upon booking. Upon cancellation between 29 (twenty-ninth) and 15 (fifteenth) day prior to the arrival date to the hotel, the client will be charged the amount of the advance payment (deposit); in case of cancellation less than fifteen days prior to the arrival date, as well as failure to arrive in the hotel the client is to pay penalty that amounts to 100% (one hundred percent) of the total value of the services. Refund is not possible in case of cancellation of services after arrival. Property damage caused by the client while using the accommodation is on the clients account and the amount will be calculated at retail prices in the country of residence.