

CANCELLATION POLICY

- 1, cancellation policy relates to the cancellation of reservation on accommodation and other services of the hotel, that are agreed upon between the person ordering the accommodation services and the accommodator (the hotel's operator)
- 2, cancellation fee is calculated from the full price of the order
- 3, cancellation fee represents compensation of damages caused to the accommodator
- 4, the accommodator reserves the right to charge a deposit, due for payment no later than 21 days before the realisation of the stay. The deposit amounts to 30% of the full price of the ordered stay, unless the accommodator and the client agree on different terms.
- 5, in case of cancellation of the stay, of which a deposit had already been paid, and the amount of the deposit is higher than the cancellation fee according to the cancellation policy, the accommodator is obliged to refund the amount exceeding the cancellation fee to the person ordering the stay.
- 6, in case of premature cancellation or interruption of the stay without the accommodator's fault, the accommodator is not obliged to refund the paid price of the stay nor its proportionate amount to the person ordering the stay.

CANCELLATION POLICY RELATED TO THE CANCELLATION OF A RESERVATION OF ACCOMMODATION BY THE GUEST:

- 1, the accommodator undertakes not to charge cancellation fees in case the reservation is cancelled 14 or more days before the reported arrival.
- 2, if the reservation is cancelled 13-10 days before arrival, the cancellation fee makes 30% of the full price of the stay.
- 3, if the reservation is cancelled 9-5 days before arrival, the cancellation fee makes 40% of the full price of the stay.
- 4, if the reservation is cancelled 4-2 days before arrival, the cancellation fee makes 50% of the full price of the stay.
- 5, if the reservation is cancelled 1 day before the arrival or on the day of arrival, the cancellation fee makes 100% of the full price of the stay.
- 6, if the length of the stay is shortened, the cancellation policies are the same as with the cancellation of the whole stay

GIFT CARD

Gift card is a document which serves as a means of payment for accommodation and services instead of payment by invoice, cash or credit card. When using the gift card, the cancellation of a reservation of accommodation by the guest is a subject to the same cancellation policy. Unused gift cards become invalid once their period of validation expires.

In case of cancellation due to unavoidable situations (death in family, hospitalisation of the client or their family member, serious illness or injury, natural disaster) the cancellation fees are not charged. The person ordering the stay is obliged to give evidence of the aforementioned situations via a written document no later than 3 days after their occurrence. These cancellation policies are valid for individual guests. In case the deposit from which the cancellation fees could be charged is not paid, the accommodator reserves the right to send an invoice with the amount of the cancellation fees to the person ordering the stay.

CANCELLATION FEES FOR CANCELLING GROUP RESERVATIONS, GROUPS 10 PEOPLE AND MORE (that is 5 ROOMS)

The accommodator reserves the right to charge a deposit, due for payment no later than 30 days before the realisation of the stay. The deposit makes 30% of the anticipated price of the stay, unless the accommodator and the person ordering the stay agree differently. Accommodation:

30-14 days- 30% of the full price of the stay

14-7 days- 50% of the full price of the stay

6-2 days- 70% of the full price of the stay

48 hours and less- 100% of the full price of the stay

Catering services: 7- 1 day- 30%, The day of the event 100%.

FINAL STATEMENT

1, cancellation policy are valid and effective from 1st of January 2020.

2, relations between the accommodator and the person ordering the stay abide to these cancellation policy.

3, cancellation policy relates only to confirmed written orders (e-mail, letter).

4, cancellation of the ordered stay can only be made via written documents (e-mail, letter), which is confirmed by the accommodator.