

## GENERAL PROVISIONS

At booking the guest is obliged to give his or her correct personal data as well as data of the credit or debit card. In case the data is not correct the reservation is not valid.

The guest is responsible for his or her reservation. Should the guest not understand our booking system he or she should contact us. Subsequent complaints will not be acknowledged. The reservation is valid after the guest receives the confirmation from the hotel.

**The guest is obliged to respect the Hotel rules. Should the guest be in the breach of the Hotel rules he will be checked-out prematurely and will be obliged to pay for the complete damage and the full reservation.**

## RESERVATION

After the guest gives his correct personal data and card data the hotel will confirm the reservation. After the confirmation the hotel charges the guest with 30% of the total amount in advance. After the payment of the 30% the reservation shall be valid.

At check-in the guest is obliged to pay the other 70% of the reservation plus city tax in the amount of 1 € per person per day. The tax must be paid in cash.

All hotel services besides staying in the room must be paid in cash.

**On the day of the departure the guest is obliged to check-out and leave the hotel at no later than 10 a.m.**

In case the guest should stay in the room beyond check-out time he will be charged for an extra day.

## CANCELLATION POLICY AND CHANGES IN THE RESERVATION

The guest can cancel the reservation in 31 days before arrival date without any consequences. The 30% of the reservation paid in advance the hotel shall reimburse to the guest according to the currency valid on the day of the reservation, minus cost for the transaction.

In case the guest should cancel the reservation in the period of less than 31 days before arrival date, the hotel shall keep the advanced payment in the amount of 30% of the total reservation.

The guest must check-in at the reception on arrival date from 1 p.m. to 6 p.m. In case the guest should come later than 6 p.m. this will be treated as a „no show“. In case the guest would like to check-in the hotel later than 6 p.m. he must inform the hotel about this **at least 24 hours** before his arrival.

The guest can ask for a change in the reservation which the hotel shall confirm or reject, according to the hotel's possibilities.