



**DRUŽBA**  
SKI & WELLNESS RESIDENCE  
★★★★

## Payment and reservation conditions valid from 17.12.2020-06.04.2021

### 1. Payment and reservation conditions:

- 100% full deposit once booking is confirmed

In case that deposit for stay won't be credited to our account in requested time, your reservation will automatically be canceled. When funds are credited to our account a payment is considered as successful.

### 2. Cancellation conditions:

**Term 26.12.2020-07.01.2021** - in case of cancellation of stay, the amount of 100% of the price of stay is charged as cancellation fee /including New Year's Eve fee/

#### Other terms:

- cancellation within 45 days and over before the arrival: 50% cancellation fee from the total price
- cancellation 44 days till 2 days before the expected arrival: 80% cancellation fee from the total price
- cancellation 1 day before the expected arrival- no show /on arrival day/: 100% cancellation fee from the total price

Cancellation policy includes all prepayments and extras.

Cancellation of stay must be always in the written form.

Regarding the occurrence of coronavirus, our clients has a right to cancel the stay in our hotel without paying the cancellation fee, in case when our hotel during the whole period of guest's stay won't be able to provide our client with all booked and pre-paid services, due to closed or limited restrictions announced by competent authorities.

In such an emergency case, our clients will be refunded the deposit minus 30 EUR per person.

### 3. Change of the term:

**Term 26.12.2020 - 07.01.2021** Term of stay is not possible to be changed.

#### Other terms:

Term of stay is possible to change at the latest 14 days before the expected arrival and only within the same calendar year. In the case that the price for previous term is higher than price in new term, the difference is not refundable to client and is it not possible to utilize it in services. In case that the price of stay in previous term is lower than the price in new term, the client must pay the difference from former price and the reservation change fee within 3 days from reservation confirmation. In case of non-payment of the fee for changing the reservation and price difference, the stay is considered as cancelled and cancellation conditions from point 2. are applied.

The new term of stay is possible to change only once per calendar year. Other changes are considered as cancellation of stay with non-refundable deposit. The fee for change of the stay is 20 EUR for every paid person.

### 4. Abbreviation of stay, late check in or earlier check out

The 100% of cancellation fee from total price applies

5. It is not possible to combine two different types of packages during one stay (e.g.: wellness with breakfast package only etc.)
6. Different reservation and cancellation conditions apply on vouchers and gift cards.
7. Different reservation and cancellation conditions apply for group reservations.

