

Payment and reservation conditions

1. Payment and reservation conditions

100% full deposit once booking is confirmed

2. Cancellation conditions

- Stays in term **05.04.2025 - 05.12.2025**

- cancellation 30 days and more before arrival - no cancellation fee will be charged and fee of EUR 40 for the refund
- cancellation less than 30 days - 15 days before arrival - cancellation fee 10 % from ordered services and fee of EUR 40 for the refund
- cancellation less than 14 days - 3 days before arrival - cancellation fee 50% from ordered services and fee of EUR 40 for the refund
- cancellation less than 2 days - no show – cancellation fee 100% from ordered services
- shorter stay - 100% cancellation fee from the price of the stay

- Stays in term **05.12.2025 – 26.12.2025 and 06.01.2026-06.04.2026**

- cancellation 45 days and more before arrival - cancellation fee 50% from ordered services and fee of EUR 40 for the refund
- cancellation 44 days - 3 day before arrival - cancellation fee 80% from ordered services fee of EUR 40 for the refund
- cancellation 2 days before arrival or on arrival day – cancellation fee 100% from ordered services
- shorter stay - 100% cancellation fee from the price of the stay

Term 26.12.2025- 06.01.2026: paid deposit is non-refundable in case of cancellation by client (neither New Year's Eve fee)

Cancellation policy includes all prepayments and extras

Cancellation of stay must be always in written form

3. Change of term

Term 26.12.2025- 06.01.2026: stays in this term is not possible to change.

Other terms:

The term of stay is possible to change at the least 14 days before arrival. The change of term in limit shorter than 14 days is not possible.

New term could be confirmed just within one calendar year. In the case that the price for previous term is higher than price of new term, the difference is not refundable to client and is it not possible to utilize it in services. The client must pay extra fee for changing of reservation within 24 hours. In case that the price of stay in previous term is lower than the price in new term, the client must pay from reservation confirmation difference from former price and reservation change fee. The client is required to pay fee for change of cancellation fee for shortening the length of stay, in case of changing the term or shortening the length of stay at the same time. The stay is possible to be changed just one time. Another changing means cancellation of reservation.

Extra fee for change of reservation is 20 EUR per every paid person.

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

The 100% of cancellation fee from total price applies

5. Different reservation and cancellation conditions apply for group reservations

6. Purchased gift vouchers cannot be canceled and their validity cannot be extended