

PAYMENT CONDITIONS:

- In order to confirm a reservation it is necessary to pay an advance payment of 100€ per apartment to the accommodation provider's bank account.
- Having received the advance payment, the provider sends a voucher to the client.
- During check in at the reception desk, the client pays for their stay, the advance payment being deducted from the total cost.
- During check in it is necessary to pay a security deposit of 100€ in the event of damage to property or loss of keys. The security deposit will be paid back on check out provided that the apartment was not damaged.
- The price does not include the municipal tax of 0.50€ per person per night (for persons above 12 years of age).
- The price includes one basket of firewood; additional baskets cost 3€ each.
- If guests have a dog in the apartment, the fee is 7€ per night.
- A child under 3 years old that does not need a bed is accommodated for free.
- Upon request a cot and a high chair can be provided free of charge.
- All the cabins have complimentary Wi-Fi access.
- All prices listed include VAT.

The price also includes:

- Bed linen (1 sheet, cases) per person
- 3 towels per person
- Electricity consumed
- Parking monitored by a camera system

CANCELLATION POLICY:

1. In case of a change in the number of persons, the accommodation provider adjusts the final price according to the current price list.
2. In case of a cancellation of the final reservation, the accommodation provider charges a cancellation fee, depending on the time of the cancellation as follows:
 - a. cancellation of the final reservation, 31 to 40 days in advance: **30%** of the total price
 - b. cancellation of the final reservation, 21 to 30 days in advance: **50%** of the total price
 - c. cancellation of the final reservation, 10 to 20 days in advance: **80%** of the total price
 - d. cancellation of the final reservation, 9 to 0 days in advance: **100%** of the total price
3. In case of an early termination of the stay or decrease in the number of persons in the apartment during the stay, the provider is entitled to the full price of accommodation.
4. The customer undertakes to pay cancellation fees to the bank account of the accommodation provider found on the receipt, on the grounds of an invoice issued by the provider, within 14 days from the day of issue.
5. To calculate the number of days for calculating cancellation fees, the day of delivery of a written cancellation of the stay is decisive. The cancellation can be delivered by electronic mail as well, provided that it is confirmed by the two parties, and it has been agreed upon previously with the provider.
6. If the client cannot use the services ordered because of serious reasons (a serious illness, a death in the family or a natural disaster) and is able to prove this by a credible written document, the provider can offer them a change of dates or the number of persons and thus adjust the final price of the accommodation. In this case the provider will not charge cancellation fees for the accommodation for the original dates.
7. By paying the advance payment the client accepts and agrees to the cancellation policy.

GENERAL CONDITIONS OF STAY:

1. Only a person properly checked in at the reception desk can be accommodated in the apartment.
2. To do so, the visitor provides their ID card, a valid passport or a different identity card at the reception desk. After the guest has paid for the accommodation, the security deposit and the municipal tax, the employee at the reception desk responsible for maintaining of the apartment gives the key for the apartment to the guest. On entering the apartment, the guest verifies that all equipment is intact. Should they find damage to an item from the inventory, they will inform the reception desk of this fact. Later findings will not be accepted. By this the guest accepts responsibility for the inventory. In case of damage or loss the compensation will be deducted from the security deposit. If the damage is higher than the deposit, the customer must pay the difference to the employee of the reception desk responsible for keeping of the apartment at the check out.
3. Unaccompanied persons younger than 18 are not allowed to be accommodated at the apartment.
4. The accommodation provider does not bear responsibility for any items brought into the apartment by guests.
5. Check in is from 2 pm to 7 pm. If the client plans to check in at a later hour, they must call the reception desk and arrange the time of arrival.
6. The guest must check out on the last day of their stay by 10 am.
7. **It is strictly forbidden to smoke in the apartment!!!**
8. The guest cannot move furniture, do repairs or alter the electric network, regulating and heating appliances or other installations without agreement of the operator.
9. The guests are not allowed to use their own electric appliances, with the exception of electric appliances serving personal hygiene (electric razors, massage heads, hair dryers, etc.).
10. Dogs and other animals are allowed in the apartment only after informing the reception desk and paying the sum stated in the payment conditions.
11. From 10 pm to 6 am the guest must not disturb night time.
12. Vehicles can be parked only at the specific places for parking of guests, i.e. at the parking place at the entrance to the guest house.
13. Drevenice Zuberec Guest House has a right to immediately cancel the stay of a guest who does not adhere to these General Conditions, who considerably damaged the apartment or its furnishings or if the guest's behaviour during their stay is indecent. In future Drevenice Zuberec have a right not to accommodate guests who used to behave in such a way.
14. The provider has a right to cancel a stay due to events that cannot be prevented despite making every effort to facilitate your stay, or due to unusual or unpredictable circumstances. The accommodation provider informs the customer immediately after becoming aware of the above scenario. In such a case they let the client choose different dates that suit the client

or they offer them an alternative accommodation nearby.

15. By paying the advance payment the customer accepts and agrees to the Cancellation Policy and confirms that they are aware of these General Conditions, they understand them, agree to them and fully accept them. The guest must adhere to these regulations. In case that they breach them, the guest house has a right to stop providing accommodation services before the scheduled check out date.
16. Guest complaints and suggestions for improvement of Drevenice Zuberec Guest House can be sent to the following address:

J.T.S. Group s.r.o., Čáčov 353, 905 01 Senica, drevenicezuberec@drevenicezuberec.sk