

CANCELLATION CONDITIONS, RESERVATION AND PAYMENT

1. Cancellation conditions apply to cancelled accommodation and other contractual services made between the customer and the hotel operator.
2. To book a stay package, must be paid a non-refundable deposit of 25% of the total price by bank transfer 10 days before the start of the stay. Binding booking will take place when the deposit will be credited to the account. Surcharge is payable on arrival, by card or in cash.
3. There is no obligation to return the price of the stay or its proportional part paid by the customer if there is premature termination or interruption of the stay without the fault of the hotel operator.
4. In the event of cancellation due to unavoidable facts (death in the family, serious illness, natural disaster) there is no cancellation fee charged. The customer is obliged to deliver the above facts in written form to the hotel operator.
5. In case of cancellation for other reasons, it is possible to change the date by mutual agreement.