

General conditions for accommodation

I. Cooperation rules

1. The landlord is obliged to provide the accommodation exactly according to the accommodation information.
2. The landlord is obliged to provide the Customer with the accommodation specified in the Reservation Confirmation of the Accommodation, upon confirmation of the payment for the accommodation determined by the Resident in accordance with the Reservation Confirmation (hereinafter referred to as the Confirmation).

II. Payment per stay

1. The payment for the stay is subject to the agreement we usually require a 50% deposit.
2. Based on our confirmation of your stay, you will pay 50% deposit within 7 days, up to 100% of the price 30 days prior to arrival unless otherwise stated by the Owner.

III. Cancellation of the customer's stay

1. In the event of Customer's cancellation, the Owner who received the Confirmed Certificate shall always be entitled to damages in the form of a cancellation fee. Determining the amount of cancellation fees is part of the Confirmation.
2. If the customer has lodged a deposit exceeding the amount of the cancellation fee, the landlord undertakes to return the rest of the deposit after cancellation of the cancellation fee within 14 days of the notification of cancellation.

IV. Cancellation of the stay by the landlord

1. In case of unexpected natural events, incapacity to provide accommodation of force majeure, the Owner has the right to cancel the accommodation and return the whole advance to the customer.

V. Cancel fees

1. Cancellations are subject to cancellation fees when canceled and confirmed by us:
 - 3 days or less, respectively. no stay is a cancellation fee of 100% of the accommodation price
 - more than 3 days and less than 10 days before check-in is a 50% cancellation fee
 - more than 10 days and less than 30 days before check-in is a 10% cancellation fee
 - no cancellation fee is charged for more than 30 days prior to arrival

VI. deposit

1. Upon arrival, the Customer is required to pay a € 100 deposit on site, in case of damage to property caused by the Customer to the Landlord.
2. At the same time, the customer undertakes to pay the entire amount of damage caused in the event of damage.
3. If no damage to property is detected, the claim will be returned to the Customer to the full extent of the accommodation

VII. Standard accommodation capacity

The landlord is committed to providing its accommodation capacity in accordance with the following standard:

1. The accommodation corresponds exactly to the accommodation information listed in point VI. General conditions for accommodation
2. All accommodation and services are included in the price unless the reservation confirmation specifies otherwise.
3. Accommodation is handed to the customer clean and cleaned.
4. The customer is obliged to observe cleanness and order in the cottage and its surroundings, and to ensure that its behavior does not violate the order of the National Park of the High Tatras.
5. There is a strict smoking ban in the facility.
6. Customers have:
 - clean bed linen and towels for full pay
 - Toilet paper on toilet facilities
 - Liquid soap in bathrooms
 - living room TV, Magio, WIFI, children's corner, library, party games, ...
 - fully equipped kitchen (combined cooker, fridge, microwave, electric kettle, kitchen utensils, tableware, ...)
 - during the summer season there is an outdoor grill, sitting, deckchairs, goulash-kettle with a basin, children's trampoline, swing, ...)

VIII. The animals

1. Animals are allowed in the cottage only after prior arrangement with the accommodation
2. For each animal, a charge of 5 € per night is charged
3. The Customer is responsible for each animal, and also undertakes that the damage caused by the animal will be paid in full to the Owner.
4. Animals have a strict ban on moving and sleeping in bed and couch.
5. The customer undertakes to leave no excrement on his / her exterior

In Ždiari 1.11.2017