

Cancellation policy

1. In case of change the number of persons shall landlord arrange final price according the current valid price list.
2. In case of cancellation of confirmed booking has a right to payment of a cancellation fee depending on the period before the stay as follows:
 - a. cancel your reservations 31 to 40 days before arrival: 30% of the total price
 - b. cancel your reservations 21 to 30 days before arrival: 50% of the total price
 - c. cancel your reservations 10 to 20 days before arrival: 80% of the total price
 - d. cancellation of confirmed booking 9-0 days before arrival: 100% of the total price
3. In case of the termination of the stay before the agreed date or reducing the number of guests in the apartment during the reserved period of stay, landlord has a right to payment of the agreed price for accommodation in full amount.
4. In case of cancellation the provider has the right to retain the advance payment, according to the above mentioned cancellation conditions.
5. To determine the number of days in the calculation of cancellation charges is a crucial day of receipt of the written cancellation of the stay. For such service it may also be considered as electronic mail, where both sides confirmed, and it is so agreed in advance with the customer.
6. If the customer can not for serious reasons and it proves credible written confirmation (serious illness or death in the family, natural disasters), use the booked services at the agreed time, the provider can offer as far as possible to change the period or number of people and thus adjust the final amount for accommodation. In this case, the provider will not charge a cancellation fee for lodging the original deadline.
7. Paying the deposit the customer accepts the cancellation policy.

GENERAL TERMS AND CONDITIONS FOR THE STAY

1. In accommodation facilities it can be accommodated only person who properly register the provider recreational facilities.
2. For this purpose, the visitor to the appropriate employee recreational facility of your personal proof of identity, valid passport or other identity document. Employee or service equipment, responsible for the management of the apartment, the guest will issue, after the additional payment amounts for accommodation, deposit and local tax property, the key to the accommodation unit. Before the guest to stay, check for damage some inventory items. If it finds an infringement of any inventory item, immediately notify the worker or the provider of recreational facilities. Later findings will not be accepted. Customer in question assumes responsibility for inventory. In case of damage or loss, will stay it deducted from the damages of a security. If the damage exceeds the deposit, customer is required to pay the difference at the end of their stay workers or service recreation facility responsible for managing the apartment.
3. Separate apartment accommodation is not allowed to persons under 18 years of age.
4. The operator of accommodation facilities is not responsible for things brought in guests to the property.

5. Check-in is 14:00 to 19:00 hours. In case of late arrival of the customer is obliged to notify this by phone or email to arrange arrival time.
6. Customer is obliged to leave the accommodation at the date of termination no later than 10.00.a.m.
7. The property is strictly no smoking !!!
8. Customer can not move equipment, make repairs, and any damage to electrical networks, regulatory and heating systems, as well as to another installation.
9. In the accommodation is not allowed to use their own electrical appliances, this measure does not apply to electrical appliances used for personal hygiene guest (shaving, massagers, hair dryers, etc.).
10. Leading dogs and other animals to the property is permitted only if their notification provider of accommodation facilities and proper payment under the payment terms.
11. At the time of 22:00 to 6:00 hours, the guest is obliged to respect the silent hours.
12. Motor vehicles may park only in designated areas to park guests, in the parking place in front of the accommodation.
13. Accommodation facilities at Cottage Mrož, Cottage Chopok and Pension DuBo reserves the right to immediately terminate the stay if the guest violates these terms to stay when the guest has caused significant damage to the recreation facility and its equipment, or if the behavior of guests during the stay is indecent. At the same time the property of Cottage Mrož, Cottage Chopok and Pension DuBo and reserves the right to not be allowed to stay guests, who have been in the past of such conduct.
14. Provider of accommodation reserves the right to cancel the stay due to events that can not be avoided even after expending the effort or due to unusual and unforeseeable circumstances. The provider shall immediately announce this fact. In this case, the client will draw in a convenient date for the customer or by offering alternative accommodation in the area.
15. By paying the deposit the customer accepts the cancellation conditions and confirms that it is these General Terms and Conditions for the stay familiar, understand them, agree with them and fully accepts them. The guest is obliged to respect these terms and conditions. In case of breaking, the management has the property right to withdraw from the provision of accommodation services before the agreed time.
16. Complaints by guests and any possible suggestions for improving the operation of all accommodation facilities and can be sent to the email address: info@skidubojasna.sk

Responsible manager and provider