



DRUŽBA
SKI & WELLNESS RESIDENCE
★★★★

Payment and reservation conditions valid from 01.04.2023-17.12.2023

1. Payment and reservation conditions:

- 100% full deposit once booking is confirmed

In case that deposit for stay won't be credited to our account in requested time, your reservation will automatically be canceled. When funds are credited to our account a payment is considered as successful.

2. Cancellation conditions:

- cancellation within 30 days and over before the arrival: without cancellation fee
- cancellation 30 days till 15 days before the expected arrival: 10% cancellation fee from the total price
- cancellation 14 days till 3 days before the expected arrival: 50% cancellation fee from the total price
- - cancellation 2 days – before the expected arrival -no show : 100% cancellation fee from the total price

Cancellation policy includes all prepayments and extras.
Cancellation of stay must be always in the written form.

3. Change of the term:

Term of stay is possible to change at the latest 3 days before the expected arrival and only within the same calendar year with the same number of nights, person and services. The case that the price for previous term is higher than price in new term, the difference is not refundable to client and is it not possible to utilize it in services. In case that the price of stay in previous term is lower than the price in new term, the client must pay the difference from former price and the reservation change fee within 24 hours from reservation confirmation. In case of non-payment of the fee for changing the reservation and price difference, the stay is considered as cancelled and cancellation conditions from point 2. are applied.

The new term of stay is possible to change only once per calendar year. Other changes are considered as cancellation of stay with non-refundable deposit. The fee for change of the stay is 20 EUR for 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. Payment and reservation conditions are also apply for stays with gift vouchers and vouchers