

General business conditions

The guests can book:

-double rooms with a bathroom, TV, Wi-Fi, with rollaway or cot.

-Apartments where are 2x bedroom, living room with a kitchen and dining corner, bathroom, TV, Wi-Fi.

Length of stay

The summer season lasts from mid-June to mid-September.

The winter season lasts from New Year's Eve stay until Easter.

The summer and winter season stays are made mostly for 7 nights / from Saturday to Saturday / the groups of 15 people are considered individually. Shorter and weekend stays are possible to be booked if we have free rooms.

New Year's Eve stay is always made only for 6-7 nights, from 26. 12. to 3. 1.

Prices

During the year, the prices in the price list are valid. Children under 12 years in double room - 30% discount. Rollaway - 30% discount.

Children under 3 years without own bed - free.

The double room occupied by 1 person is charged 50 % extra from the price of unoccupied bed.

The apartment is not charged according to the number of people but as a whole.

Individual prices are valid for groups of 15 people or long stay.

We require a deposit 150 Euros for the group stays.

Booking process

Reservations are taken by email or over telephone.

Please, if you are interested in a stay, you should note down:

- stay dates
- No. of guests /children and their age/
- No. and type of required rooms or apartments
- telephone contact

Based on these data, we will calculate the stay cost. Price includes accommodation. The price does not include breakfast neither the local holiday fee.

After approving the booking and calculations, the guest pays deposit for the stay 5 days in advance, at least 65% of the total calculated prices. Payment can be done by bank transfer or postal order. The rest of the money will be paid upon arrival and registration of the guests.

When booking winter packages with ski passes, it is required to pay 100% of the price at the booking.

The prices in the price list can be discounted for group reservations and for long stay reservations. The height of the discounts is considered individually.

Check in and check out time

The check in time is 14:00 pm -22:00 pm. If the guest should arrive at night or expects a delay, it is necessary to notify us by phone or email.

On the day of departure, it is necessary to check out until 10:00 am. If necessary, you can leave the luggage even after 10:00 am in selected areas. In the case when the guest doesn't

check out until 10:00 am on the day of his departure, he will be charged for 1 day according to the price list.

The check in can be done only by the no. of guests noted on the reservation. Increased no. of guests shall be notified in advance by email or telephone. If the capacity of our accommodation facilities allows it, such change is possible to be done.

In the event that less people (as stated in the booking) do the check in and the change was not announced in advance, the rest of the group must pay an extra charge for the missing guests, 100% of the stay price / in addition to the holiday fee /. If this change was announced in advance, the returning of the deposit is based on the cancellation conditions below.

Cancellation conditions

We respect that in the event of unforeseen events, the guests cannot do the stay. In this case it is necessary that we are notified by phone or email. The height of the deposit, which will be returned to the guest, depends on the date he does the cancellation.

Number of days showing how many days before the check in date was the reservation canceled.

The amount of cancellation fee in%

More than 90 days before the check in date

Between 60 and 89 days before the check in date

Between 30 and 59 days before the check in date

Between 20 and 29 days before the check in date

Between 14 and 19 days before the check in date

Less than 14 days before the check in date

0%

15%

30%

50%

55%

65%

The amount to be returned to the guest will be sent within 3 days of cancellation by bank transfer.

Accommodation rules

Hotel guests are required to respect the time of the silent hours from 22:00 pm to 6:00 am and not disturb other guests. Customer's el. appliances can be used only with the consent of the owner.

The building is smoke free. Smoking is permitted in selected locations.

Guests are required to maintain the rooms and common areas clean, excessive pollution will be charged by a fee of 10 Euros.

The damaged equipment requires compensation in the full price of the damages.

Complaint procedure

Complaints are handled during the guest's stay. You can not claim accommodation service complaint after the end of your stay. If the guest's claim is justified, he will be offered a discount and money will be refunded in cash.