

1 Compensation in case of no-show

In case of no-show for booked room / rooms, the hotel reserves the right to charge according to the policy of compensation, as follows:

- The price for booked services (bed and breakfast, half board or full board) for three days of use if the guest booked a stay for four days or more
- The price for booked services (bed and breakfast, half board or full board) for one day of use if the guest booked a stay for up to three days

2. Comensation in case of cancellation

In case of cancellation 5 days before the beginning of service, the hotel reserves the right to charge booked service according to the policy of compensation, as follows:

- The price for booked services (bed and breakfast, half board or full board) for three days of use if the guest booked services for four days or more
- The price for booked services (bed and breakfast, half board or full board) for one day of use if the guest booked services for up to three days

3. Comensation in case of shortening the stay which has been booked

In the case of shortening the stay in hotel and if it is announcement in less than 7 days, the hotel reserves the right to charge booked service according to the policy of compensation, as follows:

- The price for booked services (bed and breakfast, half board or full board) for three days of use if the guest booked services for four days or more
- The price for booked services (bed and breakfast, half board or full board) for one day of use if the guest booked services for up to three days

COMPENSATION IN CASE OF GROUP CANCELLATIONS

Cancellations for announced and confirmed groups must be sent in writing form. Group considers ten or more persons who are staying and using services and which is organized by client. Confirmed group is the one which the client (person who is organizing it) has affirmed offered terms in writing form or by paying it in advance.

The parties agree that the client may cancel the announced and confirmed groups under the following conditions:

- No compensation if the client cancels a group at least 4 weeks in advance,
- If client cancels the group in less than four and more than two weeks before the beging of service, hotel can charge 10% of the services which were agreed between parties, according to the policy of compensation
- If client cancels the group in less than 14 days and more than 7 days before the beging of service, hotel can charge 40% of the services which were agreed between parties, according to the policy of compensation
- If client cancels the group in less than 7 days and more than 24 hours before the beging of service, hotel can charge 50% of the services which were agreed between parties, according to the policy of compensation
- If client cancels the group in less than 24 hours before the beging of service, hotel can charge 80% of the services which were agreed between parties, according to the policy of compensation.

5. COMPENSATION IN OTHER CASES

Hotel staff has the right to remove a suspicious person or the ones with unacceptable behavior from the hotel.

If it is estimated that the behavior and / or the activities undertaken by the guest/ group will have bad affect on the smooth operation of the hotel, the safety of other guests and the hotel as object and employees or image of hotel, hotel staff reserves the right to remove guest / group away from the hotel and in this case, guests / clients have no right for compensation from hotel.

If it is estimated that the guest / group had made damages, hotel has right to charge the damages in accordance with the price of the breakage, or according to the written statement for specific cases which are not specified in the pricelist for breakage.