



Terms and conditions

Site usage

By using, viewing, transmitting, caching, storing and/or otherwise utilizing the Site, the services or functions offered in or by the Site and/or the contents of the Site in any way, you have agreed to each and all of the terms and conditions set forth below, and waive any right to claim ambiguity or error in this Agreement. If you do not agree to each and all of these terms and conditions please do not use the Site and leave the Site immediately. We reserve the right, at our sole and absolute discretion, to change, modify, add, or remove portions of these terms at any time without notice and, unless otherwise indicated, such changes will become effective immediately; therefore, please check these terms periodically for changes. Your continued use of the Site following the posting of changes to this Agreement will mean you accept those changes.

Eligibility

The Site is available only to individuals and entities that can form legally binding contracts under applicable law. Without limiting the foregoing, the Site and the services offered by the Site are not available to minors. If you do not qualify, you may not use the Site. You warrant that you are eighteen (18) years of age or older to reserve a room on this Site. If you are under the age of eighteen, you may contact the hotel directly for assistance.

You also warrant that you are legally authorized to make the travel reservations and/or purchases for either yourself or for another person for whom you are authorized to act. You may only use this Site to make legitimate reservations or purchases and shall not use this Site for any other purposes, including without limitation, to make any speculative, false or fraudulent reservations, or any reservation in anticipation of demand.

We reserve the right to cancel or modify reservations where it appears that a customer has engaged in fraudulent or inappropriate activity or under other circumstances where it appears that the reservations contain or resulted from a mistake or error, or from an attempt to circumvent hotel policies, terms or conditions.

You understand that overuse or abuse of the reservation facilities of this Site may result in your being denied access to such facilities.

Reservations made by one or more individuals or by an agency on the Site, on behalf of one or more proposed guests, and involving more than nine (9) rooms at the same hotel for the same period of stay, must be made directly through the hotel. If more than nine (9) rooms at the same hotel for the same period of stay are booked through any other method, we reserve the right to cancel or impose additional requirements on such reservations.

Some rates have special eligibility requirements. It is your responsibility to verify that you qualify for the rate that you have booked. Hotels are not obligated to honor rates if you do not qualify.

Copyright

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Content

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Please exercise discretion while browsing the Internet and using the Site. You should be aware that when you are using the Site, you could be directed to other sites that are beyond our control. There are links to other sites from the Site pages that take you outside of the Site. For example, if you "click" on a banner advertisement or a search result, the "click" may take you off the Site. This includes links from advertisers, sponsors, and content partners that may use our logo(s) as part of a co-branding agreement. These other sites may send their own cookies to users, collect data, solicit personal information, or contain information that you may find inappropriate or offensive. In addition, advertisers on the Site may send cookies to users that we do not control.

We reserve the right to disable links from any third party sites to the Site.

We make no representations concerning the content of sites listed in any of the Site's directories. Consequently, we cannot be held responsible for the accuracy, relevancy, copyright compliance, legality or decency of material contained in sites listed in any search results or otherwise linked to a Site.

Please keep in mind that whenever you give out information online, that information can be collected and used by people you don't know. We cannot guarantee the security of any information you disclose online; you make such disclosures at your own risk.

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Prices

All prices are in EUR (euros) and include VAT if not explicitly stated otherwise.

Reservation Warranty Policy

All reservations need to be backed by a valid credit card or cash deposit to cover the length of stay as a warranty and for the reservation to be confirmed. Up to including 5 rooms may be reserved by a single individual by a credit card.

Check-in documentation and privacy

Upon arrival and check-in a personal identification document is obligatory as per applicable law of Slovenia. Credit card is required upon arrival and check-in. Certain special offers and or promotions do not require means of Credit card in advance, but any of aforementioned is anyhow needed upon arrival and check-in.

Should a guest not have a valid credit card at all, a deposit in an amount of 100% of reservation has to be made to the SHD bank account or paid with cash. Upon arrival to the

hotel payment of invoice in a full amount is required. Should the guest fail to pay the reservation fee in 48h after making the reservation, such reservation can be rendered invalid by the SHD.

Taxes

Tourist tax and insurance are to be paid separately upon departure and are thus presented on the invoice as separate obligatory additional costs.

Cancellation policy

Low season (11.1. - 25.6.2016; 22.8. - 26.12.2016)

- Guests may cancel the reservation free of charge anytime up until excluding 7 days before arrival.
- Cancellation up to 48 hours prior to arrival costs 50 % of the whole amount of the reservation.
- Cancellation from 48h to 0h prior to arrival a full (100 %) amount of reservation amount is charged.

High season (27.6. - 21.8.2016; 27.12. - 1.1.2017, 2.1. - 10.1.2017)

- Guests may cancel the reservation free of charge anytime up until excluding 14 days before arrival.
- Cancellation up to 120 hours prior to arrival costs 50 % of the whole amount of the reservation.
- Cancellation from 120h to 0h prior to arrival a full (100 %) amount of reservation amount is charged.

Cancellation policy with special offers and/or promotions and/or packages may differ.

For reservations without refunds we will charge your credit card for the full amount of stay on the day of the reservations. Reservation can not be cancelled or changed. These conditions will be set forth and presented to the client with each offer before placing a reservation.

Payment options

Possible forms of payment are Bank Transfer, Credit cards and debit cards as well as cash.

- Credit cards accepted: MasterCard, Visa, AMEX, Vpay.
- Debit cards accepted: Maestro, Visa electron, ELV

Upon check-in we will pre-authorise your credit card for the full amount of your stay. In case of a failed preauthorisation of the card and/or if a guest does not wish to swipe a card, a cash deposit in the full amount of the stay is required.

All costs must be paid in full upon check-out. If you have stay of 7 or more days, SHD may require to cover the costs induced up to that day.

In case of costs being left out by accident and recognised later on, such as guests failing to report minibar usage or usage of other payable hotel services and/or accounting errors at check-out, SHD reserves the right to charge the credit card after your departure.

Children

- Children up to 2,99 years of age stay free of charge.
- Children including and over 3 years of age pay a supplement as per valid pricelist and/or package/offer.
- Children above including and over 14 years of age are treated as adults and therefore pay full price.

When placing the reservation children ages should be respected and for children above 14 years it is rendered as adults and should therefore be marked as adults.

Baby cots are available for a surcharge.

Parking

Hotel offers a limited number of parking spaces at a hotel parking free of charge. Parking in safe and comfortable underground garage is also possible per surcharge. Please do not leave valuables or money in the car. We do not take responsibility for the safety of the cars.

Check-in and Check-out policy

Check-in is after 14:00 CET on the day of arrival. If guests wish to check-in before the time of checking a surcharge of 40 EUR.

Check-out is before 11:00 CET on the day of departure. Failing to check-out on time on the day of departure you will be charged with late check-out fee in amount of 40 EUR.

Group cancellation policy

In high season

- More than 45 days before arrival: No charge
- 44 days to 20 days before arrival 30 % of arrangement
- 19 days to 12 days before arrival: 50 % of arrangement
- 11 days to 0 days or no show: 100 % of arrangement

In low season

- More than 30 days before arrival: No charge
- 30 days to 10 days before arrival 30 % of arrangement
- 9 days to 2 days before arrival: 50 % of arrangement
- No show: 100 % of arrangement

Smoking policy

By the Slovenian Law it is strictly forbidden to smoke inside the buildings across the country. Smoking is especially prohibited in the Hotel rooms. Failing to comply with smoking policy a fee of 200 EUR is charged for special cleaning treatment of the room.

Pets and other animals policy

Pets are not allowed on the premises. Medical dogs are allowed, but only by prior notice and providing all necessary documentation including Medical Dog Certificate. Only certain rooms are available and with a surcharge of 25 EUR / day.

Damage policy

Accidents happen. However, Hotel can not be held responsible for the damage made by guests improper behaviour or damage inflicted by guests themselves in their rooms, hallways or anywhere on the premises of the hotel. Guests are required to report the damage to the reception immediately. Failing to do so and when the damage is recorded by the Hotel Staff, the guests may be charged with costs for fixing the damage including with an invoice and written reports on the damage. We take the right to charge your credit card after your departure for the aforementioned purposes.

Events

All kinds of events are held at our Hotel in different times of the year such as weddings, business events, meetings etc., which might interfere with your stay. We would like to ask you to inquire about such events at the time of placing your reservation should you think this could disrupt your stay.

Responsibility

Hotel can not be held responsible for the direct or indirect loss of guest property. Hotel guests are required to report to the reception immediately should any of their items gone missing so that Hotel can start the procedure of video surveillance analysis and call for Police to perform necessary questioning. Police statement is required for any kind of insurance claims.

Gift certificates and/or vouchers validity and policy

Gift certificates and/or vouchers validity (collectively Vouchers) are valid until the Valid until date on Vouchers. If there is no date written then it is presumed the validity of the Vouchers is 1 year.

Reclamation policy

Guests must report to the Hotel Staff or Reception immediately at an event of a possible reclamation of anykind. In case that the reclamation could have been solved on spot and Guest failed to notify and report to the reception immediately, Guest has conformed with the service rendered and has lost a chance for later reclamation or anykind of claim for the price reduction or claim of reimbursement.

Restaurant policy

Collecting food and/or taking the food out of the restaurant area is not allowed. Should Guest fail to comply with the policy, a full price of a breakfast, dinner or lunch, depending on the time of the Guest leaving the restaurant with food, will be charged.

Travel insurance

All guests are strongly advised to apply for a travel insurance so that in case of illness or sudden and unexpected causes, the insurance company provider takes care of the costs

Full hotel address and company details

Bohinj ECO Hotel, Sustainable Hospitality Development, SHD, development company, Ltd.,
Triglavska cesta 17, SI-4264 Bohinjska Bistrica, Slovenia
VAT ID: SI23678836, IBAN: SI56 2900 0005 1737 426, SWIFT/BIC: BACXSI22, Bank
address: Šmartinska 140, SI-1000 Ljubljana.

Jurisdiction

The place of jurisdiction is Slovenia.