



CANCELLATION TERMS & CONDITIONS

Accommodation:

- a) from 30 to 12 days before arrival - cancellation fee of 30 % of unused services
- b) from 11 to 5 working days before arrival - cancellation fee of 40 % of unused services
- c) from 4 to 1 working days before arrival - cancellation fee of 50 % of unused services
- d) no show - cancellation fee of 100 % of unused services

Cancellation fees are not to be paid if the orderer is able to provide the evidence of serious conditions preventing him/her from starting the stay. The customer is obliged to document them in writing no later than 3 days from their origin.

Meals:

- a) change in the number of meal services up to 3 working days before arrival - no cancellation fee
- b) from 2 to 1 working days before arrival or not taking meal services - cancellation fee of 100% of unused services