

TERMS AND CONDITIONS

RESERVATION CHANGES

If guest desires to change, but not cancel a reservation:

At any point prior to travel, guests making revisions to their booking to upgrade (add nights, adding rooms, additional persons, change of names), there is no charge. Any other revisions to the booking (subtracting number of nights, subtracting rooms):

- Received between 30 and 15 days prior to travel (a revision fee per accommodation would apply).
- Received 14 days or less prior to travel (full penalty would apply).

All requested changes to reservations and any changes must be approved in writing from Chateau Ramšak representative.

PAYMENT

With the booking confirmation we ask you to transfer a deposit representing 40% of the total cost of booking on Chateau Ramšak's account (company's bank account: Glamping do.o., Tržaška cesta 65, 2000 Maribor IBAN SI56 6100 0001 3717 214, bank: DELAVSKA HRANILNICA d.d. LJUBLJANA, SI - Slovenia, Europe). If a deposit is not booked to our account a tacit cancellation of the reservation can consequently be made. Full prepayment and remaining balance is due 15 days prior to your arrival. Reservations made within 15 days prior to arrival must be 100% prepaid at the time of booking. The rest of the payment is possible on the spot, at the time of your departure.

ARRIVAL AND DEPARTURE

Arrival in the resort is possible from 2 pm on. Guests are nicely asked to leave the accommodation until 10 am. Earlier arrival or later check out available upon request.

CANCELLATION CHARGES

Cancellation charges depend on when Chateau Ramšak (only written on email info@chateauramsak.com or by telephone +386 40 628 303 plus also written by email) receives guests notice of the cancellation. Minimum cancellation charges are as follows:

- If notice is received 31+ days prior to arrival | no charge.
- If notice is received 30 to 16 days prior to arrival | 40 % per accommodation penalty.
- If notice is received 15 to 0 days prior to arrival | 100% of the purchase price penalty.
- No shows | 100% of the purchase price.

TRAVEL DOCUMENTS

Guest is responsible for furnishing proof of citizenship in the form of a valid passport, and any other documentation necessary for travel. Guest should consult with their travel agent or airline, or appropriate government authorities to ascertain what documentation is necessary. Guest may be refused passage/entry if they do not possess necessary travel documents. Chateau Ramšak is not responsible for Guest's failure to obtain and safeguard necessary travel documents.

COMPLIANCE WITH LOCAL LAW

Guest is responsible for knowing, obeying and complying with the laws and regulations of their destination, and Resort staff has any duty to inform or warn Guest about the destination's laws and/or regulations.

Waiver of liability - pond with wooden paths, tree houses,

Guests acknowledges and agrees to follow all posted safety precautions related to wooden paths, tree house, natural pond and hanging bridges. Guest understands and acknowledges that this waiver includes claims based on negligence and/or the actions or inactions of the releasees.

Accordingly, advance notification of this requirement is hereby provided. The Guest's Tour Operator and/or Travel Agent is required to provide a copy of this Notice (WAIVER OF LIABILITY) to the Guest.

Prav tako velja to za hiške na drevesih, šotorov na pomolih, vseh mostovih in spremljajočih potk.

Hiške na drevesih nudijo balkon / teraso, kjer lahko v miru in tišini gostje posedijo. Hiška na drevesu je obdana s teraso in varno ograjo (kot v hotelih na balkonih). Chateau Ramšak zato v nobenem primeru ne bo odgovarjal za kakršnakoli ravnanja v nasprotju s pravili resorta, kar pomeni, če bi gostje sedeli na ograji balkona hiške na drevesu, ali celo plezali čez ograje.

PRICE INCLUDES

Price includes overnight stay at the selected accommodation and everything mentioned by each accommodation. All rates are quoted in Euros. Reservations are based on availability. For inquiries and reservations please send us email on info@chateauramsak.com

MINIMUM STAY

Minimum stay of two nights is required in season III (main season, months July and August).