

## GENERAL TERMS AND CONDITIONS

### **Contracting parties:**

The contracting parties are Chateau Ramšak, vineyard glamping resort (hereinafter referred to as "Resort") and the guest. If a third party has placed an order on behalf of the guest, then the third party in question together with the guest is liable to the Resort for all the obligations under the contract based on a joint guarantee.

### **The conclusion of the contract:**

The contract is concluded when the Resort receives the guest's written confirmation and when the Resort sends the confirmation of reservation to the guest. Meaning, the guest completely accepts the General Terms and Conditions of Business. Important: the offer for accommodation does not mean a booked room. By providing the key information and paying 50% or the total amount of reservation deposit (if the reservation was confirmed 7 days or less before the arrival), the guest confirms the offer.

On the basis of the payment, the guest receives a confirmation of the reservation that guarantees his stay at the Resort.

### **Legal provisions:**

Glamping Ltd. will, in the website design, rigorously strive for accuracy and promptness of the information on its website, but it cannot guarantee that the site is exempt from any malfunction or anomaly. All users use the published content at their own risk. Neither Glamping Ltd. nor any other legal or natural person that participated in the creation and website design may therefore not be held responsible for damages resulting from access, total or partial impossibility to use the site and for any errors or differences in its content. Glamping Ltd. reserves the right to change the contents of the website at any time, by any means and regardless of the reason without prior notice. In doing so, it does not assume any responsibility for any consequences of such changes.

### **Currency:**

All the listed prices are in Euro (€ / EUR) and are inclusive of VAT.

### **Reservations:**

The guest can make a reservation by emailing [info@chateauramsak.com](mailto:info@chateauramsak.com), by phone +386 40 628 303 or/and in person at the reception of the Glamping Resort. The guest can also make a reservation through our online

booking/reservation system at [www.chateauramsak.com](http://www.chateauramsak.com) or Web portals, which Glamping Ltd. cooperates with.

The demand and supply only do not count as a confirmed reservation. The essential requirement for your registration to be valid is the reservation or offer confirmation. If we do not receive your confirmation, it is considered that the reservation was never made.

### **Online booking/reservation system:**

In case of booking through online reservation system, the guest agrees to the General terms and conditions of reservation and consequently also to the General conditions of the resort.

In the event of a reservation through a Web portal, the guest agrees to the reservation - related terms and conditions of the Web portal and consequently also to the general terms and conditions of the Resort.

### **Taxes and service charges:**

VAT 9.50 % is included in price.

City tax 1.27 € per person per night is included in price.

### **Reservation change (does not include the reservation cancellation):**

The guest can change a reservation by emailing [info@chateauramsak.com](mailto:info@chateauramsak.com).

Guests who change their reservation at any time before the arrival and upgrade it (by adding nights, rooms, changing names) do not pay any additional expenses. For any other reservation changes (reducing the number of overnight stays or rooms, adding the number of people, etc.), the following rules apply:

- for reservation changes received from 30 to 15 days before the arrival, the expense of the revision of the order for accommodation is charged,
- for reservation changes received 14 days or less before the arrival, the expense of the change of cancellation can be charged in whole if the change of reservation is not possible,
- reservation change is only possible considering the availability and earlier individual agreement with the Glamping Ltd. representative at [info@chateauramsak.com](mailto:info@chateauramsak.com),
- all requested reservation or any other changes must be approved in writing by the Glamping Ltd. representative.

### **The cancellation of reservation:**

The cost of cancellation depends on when Chateau Ramšak Glamping resort receives the cancellation note. The cancellation of reservation is possible in writing by emailing [info@chateauramsak.com](mailto:info@chateauramsak.com) or with the link that you can find in your reservation email if you made a reservation through our online reservation system.

The minimum cancellation fees are the following:

- cancellation **up to 30 days** before the arrival: no cancellation fees charged,
- cancellation **30 days or less** before the arrival: 70 % of the total price charged,
- failure to arrive (**no show**) at the resort is subject to a 100% cancellation fee.

Local time of accommodation is listed (CEST).

**No-show:**

If the guest fails to check in at the resort on the day of scheduled arrival, he will be charged according to the cancellation-related terms and conditions.

**Payment:****Online booking/reservation system**

After you confirm your reservation, you will be required to enter the details of your valid bank card in order to confirm your reservation. By doing this, you agree that we will charge your bank card in accordance with the General Terms and Conditions.

You will be charged a prepayment of 50% of the total price in the 30 days or less before arrival.

**Booking/reservation via email**

When the guest confirms the reservation, he needs to pay a deposit in the amount of:

- 50% of the total reservation price if the reservation period is 7 days or more,
- 100% of the total reservation price if the reservation period is 7 days or less.

The deposit must be paid in accordance with the rules to the bank account of Glamping Ltd. (the bank account of the company: GLAMPING D.O.O., TRŽAŠKA CESTA 65, 2000 MARIBOR, SI - SLOVENIA EU. IBAN SI56 6100 0001 3717 214, BANK: DELAVSKA HRANILNICA D.D. LJUBLJANA, BIC: HDELSI22).

If we do not receive a deposit within 72 hours, we can cancel the reservation.

**Service:**

The basic service is bed and breakfast.

Additional services are wine tasting, wine massages, mini bar, transport, activities etc. and will be charged in accordance with a valid price list and added to the accommodation invoice paid upon the departure of the guest.

**The price includes the following:**

Overnight stay at the resort, welcome drink, private terrace, unlimited use of hot tub / jacuzzi, breakfast of the guest's choice (continental, vegetarian, vegan, gluten-free), breakfast delivered to the private terrace of the accommodation, bathroom and the toilet, coffee maker, water heater, bed linen, towels and bathing robe, cleaning, free Wi-Fi, TV, air conditioning / heating, parking facilities, VAT and tourist tax.

**Check-in / check-out:**

Check-in: from 14:00 onwards, check-out: before 10:00

The reserved accommodation is kept for the guest until 20:00 (8pm) on the day of the arrival. In the event of a late arrival, the guest shall inform the Resort about it in advance – by 18:00 (6pm) on the day of arrival at the latest. If the guest fails to inform the Resort about it in time, the Resort is not obliged to keep the reserved room for the guest and is also entitled to charging the guest with the cost of a no-show.

Late check-out is possible according to availability and agreement with the Resort manager – up to 1-hour max. Each additional hour is charged 30 €. After 13 hours the price for an overnight stay is charged.

**Check-in:**

For security reasons, guests are required to present a valid personal document (identity card or a passport) at the time of check-in.

**Travel documents:**

Guests are liable for presenting nationality certificate in the form of a valid passport and other documents required for travelling. The guests must consult their travel agent, airline or competent national authority about the required documents. If guests fail to present the required documents, they can be denied entry/arrival. Glamping Ltd. is not liable for obtaining and keeping the necessary travel documents.

**An extra bed:**

An extra bed is available in the glamping tent M and a tree house at the cost of 50 € per day.

**Children and extra beds:**

All children are welcome.

All children under 2 years of age have free use of cots.

All children under the age of 16 are charged 50 EUR per night for using additional beds.

All older children or adults are charged 50 EUR per night for using additional beds.

The capacity of the room is 1 additional bed in maximum.

An additional bed is available in the glamping tent M and a tree house and costs € 50 per day.

All types of extra beds and cots are available on request and must be affirmed by the Resort.

**Pets:**

No pets are allowed at the resort.

**Smoking:**

Smoking in the indoor areas of the tents is prohibited. Guests are allowed to smoke outside at the resort.

**Parking:**

An outdoor car park is available to guests free of charge. The Resort is not responsible for vehicle safety, damage to vehicles or the objects stored in the vehicles.

**Damage:**

The Resort reserves the right to charge for any damage caused to the guest's room or the resort during the guest's stay at the resort, or for any items that are missing at the time the guest leaves the resort.

**Exclusion of liability (wooden paths, tree houses, etc.):**

Guests accept and agree to follow all posted safety precautions concerning the wooden paths, tree houses, the natural pond and suspension bridges. Guests are held responsible for and discharge the resort and its staff from all liabilities, claims, lawsuits, compensations, costs and/or expenses, which may arise out of or are in any way connected to the guest's use of the wooden paths and tree houses. Guests understand and acknowledge that this exclusion of liability includes lawsuits based on negligence and/or actions or inactions of the resort and its staff. Accordingly, the notice is provided herewith in advance. The travel agency and/or travel guide is obliged to submit a copy of this notice (Exclusion of liability) to the guests.

This also applies to all the tree houses, tents on the terraces, all the bridges and accompanying paths.

Tree houses have a balcony/a terrace, where guests can relax in peace and silence. The tree house has a terrace and guardrails (like on balconies in hotels). Chateau Ramšak is therefore not liable for any actions that are contrary to the Resort's rules, e.g. guests sitting on the balcony guardrails, or even climbing over the rails.

**Gift certificates:**

When using a gift certificate, the guest needs to submit an original gift certificate at check-in at the reception desk. Photocopies or transformations of gift certificates are not allowed and are not valid. A gift certificate is valid until the expiry date specified on each individual gift certificate. If no expiry date is specified, the gift certificate is valid for one year from the date of issue. In case the gift certificate is not used during its validity, is stolen, lost or destroyed, its user is not entitled to reimbursement or compensation in any form whatsoever.

When replacing a gift certificate for the use of low-value services, the customer is not entitled to a monetary reimbursement of the difference in prices. When replacing a gift certificate for a higher value certificate, the customer must pay the difference. The change of date is possible only once and at least 15 days before the agreed term in the season II (October - May) and at least 30 days before the agreed term in the season I (June - September). The change of date is possible only according to availability and earlier individual agreement with Glamping Ltd. representative by emailing [info@chateauramsak.com](mailto:info@chateauramsak.com).

\* Holidays and special offers: Christmas and New Year from 20/12/2017 until 02/01/2018, Valentine's from 13/02/2018 until 15/02/2018, International Women's Day (March 8) from 08/03/2018 to 10/03/2018 is SEASON I.

**Early departure from the resort:**

The Resort is not expected to return the guest/customer the cost of an overnight stay in the event of early departure. The Resort management approval is required in the case of potential exceptions that pertain to the reason for early departure.

**The applicable law:**

The Slovenian legislation applies to the General terms and conditions. The contracting parties agree to the exclusive jurisdiction of the Slovenian courts.

**Consideration of local laws:**

Guests are responsible for showing their knowledge, acknowledging and respecting local laws and regulations at the destination, while the staff at the resort is not responsible for informing or alerting guests about laws and/or regulations at the destination.

**Privacy protection:**

Glamping Ltd. shall protect all the acquired website visitors-related data in accordance with the Personal Data Protection Act and other Slovenian and European legislation. By sending personal information via an informative form, the website visitor agrees to the use of data for Glamping Ltd. internal statistical needs and data processing. In doing so, the company commits to not forwarding data to third parties or companies with the objective of commercial exploitation of personal data.

The website visitor voluntarily gives out his personal information and allows Glamping Ltd., Tržaška cesta 65, 2000 Maribor (user of personal data) to collect, use and process his personal data (that is collecting, obtaining, entering, editing, storing, customizing or modifying, recalling, inspection, use, disclosure by transmission, communication, propagation or other making at one's disposal, classification or linking, blocking, anonymisation, deletion or destruction), in particular for the following marketing communication purposes: segmentation, labelling, consumer profiling, passing of the offers, advertising material and communication via mail, email, phone, text message (also for the purpose of remarketing - in the way of targeted ads via e-mail and/or social networks) in accordance with the Personal Data Protection Act. The website visitor personal data may be stored and used by the company until a written cancellation.

The website visitor agrees his personal data is used for the purposes of direct marketing (as defined previously) for an unlimited period of time or until he requests cancellation.

Every website visitor has the right to inspect, copy by hand, copy, update, correct, block and delete personal data relating to him.

At the time of check-in, the guests are required to present their respective personal documents.

**Data use:**

Glamping Ltd. shall protect all the acquired guest related data in accordance with the Personal Data Protection Act. By accepting the offer, the guest agrees to the use of the data also for the purposes of statistical processing and notification of the resort's deals. If the guest refuses data use, this can be noted when registering.

**Valuables:**

The Resort is liable for the personal belongings brought onto the resort premises by the guests in accordance with legal provisions only if the damage is related to the breach of duty by the Resort. It is recommended the guests keep their valuables in the safe.

**Rules on the use of automatic aircraft:**

For the sake of safety and respect for the privacy of guests, it is prohibited to use automatic aircraft or drones and aircraft models for recreational purposes.

**Use of the barbecue, etc.**

It is not allowed to have an open fire at the resort. It is also not allowed to cook, grill or prepare your own food in any other way.

**We accept credit cards:**

Maestro, Mastercard, Visa, Union Pay, JCB