



Accommodation rules. Tatralandia Chatky* No.109 and No.110**

I. Operator details

Owners - Tatralandia Cottage* No.109 and No.110** (later known as „cottage“) are in private ownership of: Mgr.Erika Kováčsová a Pavel Lang, Palúčanská 678/93, 031 01, Liptovský Mikuláš

Operator Tatralandia Cottage* No.109 and No.110**

ERIPAL, s.r.o. IČO: 50707400 DIČ: 2120433183

II. Terms and conditions of accommodation

Check in

Check in will take place in the day of booking **after 4pm**, unless agreed otherwise. Keys will be handed over to client on Holiday Village Tatralandia reception (later know as “HVT”).

Check out

Check out takes any time prior **to 10am**, unless agreed otherwise. Check out means that all belongings are taken out of accommodation and key is handed over at HVT reception.

Maximum number of guests accommodated in cottage is 5.

III. Reserving

Non-binding reservation can be done via email containing date and number of persons. (e-mail address for reservation is: tatralandiachatky@gmail.com.)

Operator answers with either accepting or declining reservation. If reservation was accepted price offer will be sent to client by operator. If requested additional information may be sent along with the price offer. After offer being accepted by customer, invoice to pay 100% of accommodation price will be sent.

Reservation is binding after full price has been paid. Reservation of accommodation made in writing or by telephone, which was confirmed by the operator and the customer and not canceled in time, is considered to be mutually binding.



IV. Prices

Prices are in a separate price list and are final.

Price includes: cottage rental with facilities, electricity, hot and cold water, bed linen, towels, parking in a designated place.

Price does not include: insurance, travel and food.

The operator is entitled to collect local accommodation tax of Liptovský Mikuláš town, which will be billed separately at € 1 per person per night.

V. Payment terms

Binding reservation: **it is the customer's responsibility to pay 100% of the accommodation price within three days after the reservation confirmation is delivered.** If this payment is not carried out to a bank account within three working days following the electronic confirmation reservation will be automatically canceled.

VI. Deposit

On check in customer pays refundable deposit of € 100 at the front desk and register in the HVT system. The deposit will be refunded if accommodation is returned without damage.

VII. Cancellations

Cancel bookings without an intermediary

The customer has the right to cancel booking solely in written or electronic (e-mail) form. Revocation occurs on the date of delivery to the address of the operator or to the email of the operator.

In case of reservation cancellation up to: 30 days before arrival, 100% of total price will be refunded

Invoice and refunded money will be delivered within 30 days from cancellation.

In the event of unforeseen circumstances on the operator side, the operator reserves the right to cancel the reservation and immediately inform the customer. The customer is entitled to a refund of 100% of the price paid or offered an alternative date by the operator.

Cancel bookings through an intermediary

Tatralandia Cottages No.109 and No.110 act as a third party vendor and therefore customer informs his primary facilitator (third party) and secondary the operator. All cancellation fees are subject to intermediary-client contract.



VIII. Complaints

In case of complaints to the agreed terms and conditions of accommodation, the guest is obliged to immediately inform the operator in writing or in person. If complaints are not communicated immediately, customer loses the right to later possible compensation. Complaints or any comments and suggestions for improving the operation of the cottage are subject to complaints procedure.

IX. Insurance

Insurance is not included in the price of accommodation.

X. The rights and obligations of the guest

Guests have to reach 18 years prior to accommodation start date. Persons under 18 can be accommodated only when accompanied by their legal guardian or other accompanying persons older than 18 years.

Guest has the right to:

- *claim any disagreements about accommodation and call for their removal,*
- *require the accommodation according to the confirmed offer.*
- *be familiar with all possible changes in the scope of quality, time and price of confirmed booking.*

Guests have to respect following obligations:

- *to pay the price for accommodation within the set deadline,*
- *submit documents required by the operator (ID card, passport or other valid identity document within the meaning of the Act no. 135/82 Coll., on reporting and registration of citizens, as amended, and pursuant to Act no. 428/2008 on the Protection of Personal Data as amended)*
- *every guest who is not a citizen of the Slovak Republic (foreigner) is required pursuant to the Act no. 48/2008 Coll. the aliens, as amended, to complete and return to the front desk official form for reporting the stay,*
- *For the loss of the keys to the cottage guest is charged 70, - €. In case of damage caused to cottage, the guest is obliged to provide compensation or remove damage immediately. In the event that the damage was not removed in time customer must pay the full price of the next stay and associated costs.*



Parking is free and unguarded. Operator is not responsible for theft or for damage caused to motor vehicles. Guests can park only in the parking lot, which is located in front of the cottage. Guests are advised to check the proper locking of cars. Please, do not leave your personal belongings in the car. After using kitchen please clean it and put dishes into its place.

XI. Detailed conditions for accommodation in a cottage village.

- 1. Cottages can accommodate only guests who are properly register. For this purpose, the guest provides his identity card, passport or other valid identity document to reception worker immediately after the arrival*
- 2. Cottages provides guests with services to the extent determined by the legislation concerned.*
- 3. Based on confirmed booking a cottage settlement shall accommodate the guest at the earliest from 16:00 clock. If the client has not paid full price for accommodation, operator is obliged to refuse to accommodate the host.*
- 4. The guests are obliged to store money, valuables and jewelery in the safe located in the reception, as otherwise the property is not liable for these things.*
- 5. In the cottages guest can receive visitors only with the consent of the operator (contacts listed below) at the time from 08:00 to 22:00 hours. Visitors have to be listed in the visitor book at the reception.*
- 6. In case of guests illness or injury HVT will ensure the provision of medical aid or transport to hospital at the expense of the client.*
- 7. Guests use the unit only at the time that had been previously agreed with the owners, ie from 16:00. 10:00. The guest is entitled to use the rented accommodation, no later than 10am of the last day of stay. In the event that this time is not complied with, the guest will be charged the following charges unless otherwise agreed. Cottage had been left no later than 12:00 € 20, no later than 14:00. € 40 / per cottage. If the guest does not so within the deadline, the owners have the right to charge him stay for the next day.*
- 8. Early check-in is possible only on the basis of availability and mutual agreement.*
- 9. The guests are not allowrd to move equipment or make any adjustments without prior consent of the owner.*
- 10. In the HVT, guests are not allowed to use their own electrical appliances. This regulation does not apply to electrical appliances used for personal hygiene (shaver, massager, hair dryer, etc.).*
- 11. Before leaving, the guest is obliged to clean the dishes, which were used during the stay, close the taps, turn off the lights, close all windows, turn off electrical appliances, lock the doors and hand the key over at the*



HVT reception. In case he does not, he may be charged € 20 for cleaning. Losing the keys is subject to penalty of 70 €. Client will be charged for any damage to accommodation inventory or object itself.

12. For security reasons it is not appropriate to leave children under 10 without adult supervision in device or other common areas of cottage settlements.

13. For hygiene and safety reasons cottage settlement can not accommodate dogs and other animals. In case of violation of this regulation, the operator can claim a penalty of EUR 60 per night.

14. Between 22:00 and 06:00 the guest are obliged to respect the quiet hours.

15. The guest is responsible for damage caused to cottage settlement property under the applicable regulations.

16. For accommodation and services provided guest is obliged to pay in accordance with the valid price list, usually before arrival. The invoice is payable upon presentation.

17. For accommodation and services provided, the guest is obliged to pay a refundable deposit of € 100, 400 PLN or 3000 CZK, which is intended to cover damages on the equipment or missing equipment.

18. The operator is entitled to allow its entry to selected employees e.g. maintenance workers, maids and receptionists to remove defects, clean the room if agreed in advance and in other cases necessary to ensure the operability of the accommodation, or in order to prevent the damage to the operator, owner or client without notice to the client.

19. Changing towels and bath towels is subject to the client's needs - inform the owner by phone, mail.

20. The operator is not liable for forgotten belongings.

21. The guest is obliged to observe the provisions of the House Rules. In case of breaking the rules, the operator has the right to expel the guest from the building without additional compensation even before the agreed deadline. By paying the deposit the client agrees with the accommodation rules.

22. In accommodation it is strictly forbidden to smoke. For violation of this prohibition the customer will be charged € 50 fine.

23. The guest is obliged to leave the property in its original state. In case of violation of this point, the customer will not be checked out until the property is returned to its original state. The operator reserves the right to bill late check out as stated in point 7.



XII. Transitional and final provisions

Conditions are valid from 01.3.2017 (dd.mm.yyyy) until stated otherwise. By paying the full price for accommodation customer acknowledges that he is familiar with these terms and conditions and that he fully agree with them. Operator is not responsible for defects for accommodation beyond his control and which arise due to third party. These conditions are valid for accommodation acquired through intermediary or without it. Gues and the cottage operator are obliged to comply with the provisions of the House Rules, which is binding on both parties in full. In the event of a breach of any provisions of the House Rules, the cottage operator have right to terminate the contract and guest accommodation services before the agreed time without refund.

Owners of accommodation units:

Cottage No.109 and No.110

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