

# TERMS AND CONDITIONS

## Chalet Zasavka

### ARRIVAL AND DEPARTURE

On the day of arrival, the cottage can be taken over after 2:00 p.m. On the last day, it must be vacated by 11:00 a.m.

By confirming the reservation, regardless of the reservation method (in writing, by telephone or electronically), the guest confirms that they are familiar with these terms and conditions and agree to them.

### PAYMENT METHODS

Payment is made on the basis of an issued invoice, which the guest receives at their email address. The reservation payment must be made in full no later than 6 days before arrival.

Cash payment is not possible. All prices stated in our offers and on the website are expressed in euros (EUR).

### TOURIST TAX

The accommodation price is increased by the amount of the tourist and promotional tax determined by the decree of the Municipality of Hrastnik (full amount EUR 3.13 per person/night). Children between 7 and 18 years of age pay only 50% of the total tourist and promotional tax, while children up to 7 years of age are exempt from paying the tourist and promotional tax.

### GUEST REGISTRATION

The guest making the reservation is required to provide valid contact details, including name and surname, date of birth, address, type and number of identity document, telephone number and signature. The names of all guests staying in the cottage must be registered.

### CANCELLATION AND CHANGE OF RESERVATION

The guest may cancel the reservation up to 6 days before arrival free of charge. If the guest cancels less than 6 days before arrival, the full reservation amount is retained and, by agreement, the guest is offered a new stay date of the same value.

### ACCOMMODATION EQUIPMENT

The guest uses all equipment offered by the accommodation at their own risk. The play corner with equipment and toys is available both in the cottage and outside and is used at the guest's own risk.

The jacuzzi is used in accordance with the instructions that the guest receives upon reservation and that are also physically available in the accommodation.

## **COMPLAINTS DUE TO DEFECTS**

If any defects occur in the accommodation, the guest must immediately inform the owner and allow the issue to be resolved within a reasonable time. Subsequent complaints regarding issues that were not reported during the stay cannot be taken into account by the provider.

## **LOSS AND DAMAGE TO GUEST PROPERTY**

We are not responsible for lost or damaged property or for injuries suffered by guests or anyone in their party during their stay in the cottage or on our property.

## **DAMAGE CAUSED**

Guests must take care of the entire cottage and equipment as careful users and leave it upon departure in the same condition as they received it. Any damage must be reported to the owner immediately. The guest is responsible for all damage caused during the stay, including damage caused by persons staying with them or visiting them during the stay. If damage or irregularities are discovered after the guest's departure, they are deemed to have occurred during the guest's stay, unless the guest proves otherwise.

In the event of damage, the guest is obliged to reimburse the provider for the costs of repair, cleaning or replacement of damaged equipment or inventory.

The provider reserves the right to issue an invoice for identified damage after the guest's departure, which the guest is obliged to settle within the stated deadline.

The provider reserves the right to charge additional cleaning in the event of excessive dirt that significantly exceeds the normal use of the accommodation.

Smoking is not permitted indoors. In the event of a breach, the provider reserves the right to charge additional deep cleaning and ventilation of the premises.

## **LOST KEY OR DAMAGED LOCK**

The price for replacing a lost cottage key is EUR 20.00.

For damaged locks, the total amount for the entire lock, EUR 300.00, is paid immediately.

## **PERSONAL DATA AND DATA PROTECTION**

The personal data controller is: Chalet Zasavka, Gore 41 D, 1431 Dol pri Hrastniku (represented by Klemen Trupej, accommodation provider), email: chalet.zasavka@gmail.com.

The controller collects, processes and protects personal data in accordance with applicable personal data protection legislation, in particular Regulation (EU) 2016/679 (GDPR) and applicable Slovenian legislation.

Personal data is collected exclusively for the purposes of processing enquiries and reservations, providing accommodation services, communication with the guest, registering guests in legally prescribed records, issuing invoices and fulfilling the provider's legal obligations.

For the purpose of carrying out a reservation or stay, the following data may be collected: name and surname, address, telephone number, email address, citizenship, information on the number of guests, arrival and departure dates, guest registration data in accordance with legislation, and any additional information voluntarily provided by the guest.

If the guest does not provide the minimum data required to carry out the reservation or legal registration, the provider cannot provide the service.

Personal data is stored only for as long as necessary to carry out the reservation and stay, to fulfil legal obligations and to resolve any complaints.

Personal data is not disclosed to third parties except where required by law, where necessary for the provision of the service, or on the basis of the guest's explicit consent.

Before, during and after the stay, the provider may contact the guest by email, telephone, SMS messages or messaging applications (e.g. Viber, WhatsApp) exclusively for the purpose of confirming the reservation, providing important information regarding the stay, coordinating arrival or departure, and notifications related to the reserved service.

By submitting an enquiry, making a reservation or using the website [www.chalet-zasavka.com](http://www.chalet-zasavka.com), the user confirms that they are familiar with the processing of personal data and agree to it.