



## ACCOMMODATION REGULATIONS

1. **By making a reservation**, you confirm that you are over 18 years old and that you have read, understood and accepted these booking conditions. Without this confirmation, the reservation is not valid.
2. Full payment is required at time of booking. Replacement is not possible.
3. It is important to meet the **advance payment** due date otherwise the reserved date will be re-leased for other interested parties.
4. **Gift voucher** Report the gift voucher in advance when booking so that we do not urge you to pay. The gift voucher is valid for 1 year.
5. **Changes to the reservation** are possible only after prior agreement. We do not refund money for the purchased stay, you can choose from two variants of the stay compensation:  
A) you choose another available date for booking - **see point 6.**  
B) we will issue you a gift voucher valid for 1 year.
6. **Rules for rebooking:** If you want to change the date or transfer the reservation to someone else (gift voucher), contact us. You can change the reservation date no later than 14 days before the arrival date. You will receive an e-voucher valid for 6 months (personal code), which you can use for your next reservation. If you change the reservation date or cancel the reservation less than 14 days before the arrival date, the reservation fee is non-refundable. In this case, the booking dates can only be changed if someone else has booked those dates.
7. In the event of a **programming error** in the online reservation system, when the price for services is published due to the content of the services unreasonably low/high, we will notify you of this within 1 day of confirmation of the reservation and request payment of the full price.
8. By booking, you agree that your data will be used to complete the booking process in accordance with the general regulation for the protection of personal data **GDPR**.
9. **Commercial photography and filming** only after agreement with the owner in advance. Price on request.
10. If we are officially open, there **are no exceptions** for the quarantine period.
11. **Check-in** is at 3:00 p.m. or later. **Check-out**, is until 11:00 a.m. Late check-out is possible in case if there is no further arrival of guests on the same day. One-time fee for late check-out is 30 Euros. Early check-in is only possible after prior arrangement and verification of availability.
12. In order to ensure the comfort and safety of our guests, only pre-registered guests can spend the night in the building. The maximum number of guests is **5 adults persons**. In case of finding an excessive number of people in the cottage - 6 or more, a fine will be charged at the maximum rate of accommodation per day / for every single day of stay.
13. The cabin is operated in **ADULTS ONLY** mode - the guest must be over 18 years old.

14. **Pets are not allowed.**
15. This is a peaceful place to enjoy nature. **External noise** should be between 10:00 p.m. – 5:00 a.m. minimum. Thank you for being considerate of the neighbors from the adjacent cottages.
16. We are not responsible for any excessive noise from the surrounding cottages. We will be happy if you report this fact to us during your stay so that we can contact the neighbors and ask them to respect the peace.
17. **Smoking is strictly prohibited** in the cabin and its surroundings.
18. You are fully responsible for any **damages and/or injuries** that occur as a result of your stay on our property. Damages will be charged to you for compensation. Report damage and/or maintenance issues immediately. In such cases, it is necessary to fill in the data before arrival from your credit card to the check-in document. This data will only be used with your knowledge for compensation for any damaged items in the cabin.
19. The guest is responsible for damages caused to the property according to the applicable laws of the Slovak Republic.
20. **When you leave**, leave the cabin clean and as close as possible to the state in which we prepared it for you.
21. Any illegal or **inappropriate activity, illegal activity**, or behavior towards other guests, owners and the accommodation facility - the cabin is the reason for the immediate termination of this agreement. Based on such fact, the guest may be asked to leave the property immediately. Replacement is not possible.
22. When leaving the cabin, always check that the **entrance and terrace doors are locked**, as well as the **garage and sauna**. Do not forget to always take the keys with you when leaving the cabin, do not enter the cabin without the keys. **It is strictly forbidden to leave any door of the cabin open without supervision.**
23. In the event of a crash, or any urgent or less urgent problem in the cabin, do not hesitate to contact us immediately on tel. number +421 903701958 or +421 918457804.
24. In the cabin and its surroundings, it is **strictly forbidden to handle an open fire outside the designated place – fireplace, fire pit**. A fire extinguisher is kept in visible places on every floor for all cases – the garage, by the fireplace in the living room, the master bedroom. **For heating in the fireplace, use only for you prepared wood** in a basket by the fireplace, or by the fire pit near the cabin. We are preparing extra wood for payment. Wood poured next to the cabin is for private use.
25. To use the fireplace, carefully study the manual, which is attached to the INFO BOOK of Biela Chata.
26. Appliances may only be used according to the attached instructions in the Biela Chata INFO BOOK. Damage appliances as part of unauthorized use or interference with them will be charged for damage compensation.
27. It is forbidden to take anything from the **inventory or equipment** of the cabin outside the cabin.
28. In the event of any **technical defect or failure of the appliances**, contact us immediately on phone number +421 903701958 or +421 918457804.
29. Dispose of the **property and equipment of the cabin** according to your best conscience, so that the guests after you, or you on your next visit, can fully enjoy it.

These accommodation regulations are valid from 1th of December 2022