

## **General conditions of accommodation in the Chaty Mara**

These Terms and Conditions governs mutual contractual relations between the company ChatyMara, s.r.o. and its customers. Conditions are binding for all parties and the prepayment for accommodation acquires the status of a contract in accordance with the applicable provisions of mandatory regulations of the Slovak Republic.

Establishment of the contractual relationship between the customer and the Chaty Mara arises by receiving the advance payment/prepayment. The exact amount is agreed in the email order. Prepayment paid by customer confirms that he/she is aware of the price, payment terms, general conditions and particularly the cancellation conditions.

The price for accommodation is payable at the latest on the check-in day, unless otherwise agreed in the contract. Payment is made in cash or in advance on behalf of the invoice. In the event of damages caused by the guest Chaty Mara is entitled to claim compensation for damages. The guest is obliged to pay any damages caused on the premises reserved for accommodation, in full, including compensation for lost profits.

The customer has the right to be properly informed about all the conditions regarding the stay.

### **The customer is required:**

- pay the price for accommodation according to the valid pricelist, unless otherwise agreed.
- proper use of facilities intended for housing
- to get acquainted with the General Conditions and House Rules and adhere to them.
- without delay notify the need for repairs
- immediately notify injury or damages caused

### **Customer is prohibited**

- to carry out substantial changes in the house (move furniture and so on.)
- to use own appliances in the premises,
- carry a weapon and ammunition
- keep, harbor or produce narcotic or psychotropic drugs or poisons,
- smoke in the house.

The provider is entitled to evict the customer without delay in this case.

The check-in starts from 2pm until 7pm. Check-out is until 10am.

Parking is free of charge in front of the houses. This is an open area and the provider is not liable for any theft of the vehicle or the things contained in the vehicle. Guests are advised not to leave their valuables in the car.

### **RIGHTS AND OBLIGATIONS OF THE SERVICE PROVIDER**

Chaty Mara has the right to, in cases which are out of its control:

1. to change the dates of your stay.
2. change prices,
3. change the scope of services,
4. cancel the contract.

If the customer doesn't agree to such changes, has the right to cease the contract during 48hours from the notification of these changes. In this case Chaty Mara will return the prepayment in full to the costumer.

### **CANCELLATION POLICY**

**Cancellation must be done by email.**

- Reservation cancelled more than 30 days prior to arrival – no cancellation fee
- Reservation cancelled 29 - 14 days prior to arrival – 50% of prepayment is returned
- Reservation cancelled 13 - 10 days prior to arrival – 25% of prepayment is returned
- Reservation cancelled 9 or less days prior to arrival – cancellation fee is 100% of the prepayment