

Gorenje Gostinstvo, d.o.o., Partizanska cesta 12, 3320  
Velenje, Slovenija  
Telefon +386 (0)3 899 1040  
[www.gorenjegostinstvo.si](http://www.gorenjegostinstvo.si)

Sodišče registracije Okrožno sodišče v Celju  
Matična številka 5712467  
Osnovni kapital EUR 3.789.633,00

## TERMS AND CONDITIONS

By confirming the reservation, you accept our general terms and conditions.

### 1. CHECK-IN AND CHECK-OUT TIME

#### Villa Herberstein \*\*\*\*

Check-in time is from 15.00.

Check-out time is until 11:00.

#### Hotel Paka \*\*\*\*

Check-in time is from 14.00.

Check-out time is until 10:00.

### 2. RESERVATION CONDITIONS

Reservations for overnight stays in both accommodations are made through a direct reservation on the website of one of our facilities (this also includes direct e-mail, telephone, as well as the use of online channels (booking.com, HRS, Expedia). In any case, the guest undertakes to provide us with an active e-mail address or other contact information when submitting the reservation and authorizes us to use it for information and verification purposes in connection with the reservation. If the user is not electronically or by telephone available or provides us with incorrect or invalid e-mail address, we reserve the right to delete such a reservation within 24 hours.

### 3. TERMS OF PAYMENT AND CANCELLATION

#### Individual reservations (up to 5 rooms)

##### Option 1: "FREE cancellation - payment at the hotel"

This payment and cancellation option is only available for bookings of up to 5 rooms (individual bookings). You can cancel such a reservation without any cancellation fee up to 72 hours before arrival.

In case of cancellation within 72 hours before arrival or in case of non-arrival at one of the accommodation facilities, the first night will be charged. Payment at the hotel (reception) is possible by credit card or cash (EUR only).

The cancellation must be in writing.

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### Option 2: "No refund"

Non-refundable bookings require a full prepayment at the time of booking, no subsequent cancellation is possible. It is only possible to change the reservation to a later date of the same price range with a 50% advance.

If the credit card information is incorrect or the card cannot be charged for other reasons, Gorenje Gostinstvo d.o.o. the right to cancel the reservation. If the reservation includes contact information, Gorenje Gostinstvo d.o.o. notify the customer and request new credit card information.

If the guest cancels the reservation and also in case of non-arrival at the hotel, the full amount of the reservation will be charged.

The cancellation must be in writing.

### Option 3: "Reservation with ADVANCE PAYMENT"

Gorenje Gostinstvo d.o.o. reserves the right to request an advance payment when it makes sense (higher number of requests, higher season, etc.). In case of advance payment within the agreed period, the reservation is considered confirmed.

If the guest cancels the reservation in writing within the agreed period, he is entitled to a refund of the full amount of the advance payment. In the event that the guest cancels the reservation AFTER the notice period, Gorenje Gostinstvo d.o.o. the amount paid is retained. The guest has the right to use the paid amount within one year, for which of the services provided by Gorenje Gostinstvo d.o.o. offers.

### Early departure

If the guest leaves the hotel or villa early without prior notice (at least 3 days from the date of arrival), Gorenje Gostinstvo d.o.o. charges 50% of the value of each unused night. The guest does not pay taxes for the remaining nights.

### Group reservations (more than 8 rooms)

All reservations for 8 or more rooms are subject to special payment and cancellation policies.

- For reservations made more than 30 days before arrival, a 30% deposit is required. The paid deposit is refundable up to 30 days before arrival, but later free cancellation is no longer possible and the paid deposit becomes non-refundable (cancellation fee). The remaining amount of 70% (or difference) must be paid up to 14 days before arrival and is non-refundable.

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- For reservations made up to 30 days before arrival, an immediate advance payment of the full non-refundable amount is required.

An estimate for the advance payment and additional information will be sent to your e-mail address by our reservation department ([info@hotelpaka.com](mailto:info@hotelpaka.com)), Tel + 386 3 898 07 00). Prepayment is possible by bank transfer or credit card. If the contact information provided is not valid or active, Gorenje Gostinstvo d.o.o. the right to cancel the reservation.

#### 4. RIGHT OF REFUSAL AND AMENDMENT

We reserve the right to refuse a reservation and in special circumstances the right to cancel, adjust or change your arrangement.

If we are forced to cancel, adjust or change the reservation, the guest will be offered an alternative date.

Gorenje Gostinstvo d.o.o. he is not liable for non-fulfillment of his obligations due to force majeure.

#### 5. TOURIST TAX

The price for accommodation is increased by the amount of the tourist tax, which is determined by a decree of the Municipality of Velenje.

#### 6. PRICES

Accommodation prices include value added tax (VAT). The price is valid for an individual room, for a selected number of people, on selected dates.

Prices vary according to supply and demand. Breakfast is included in the price, but for other services the price is variable in terms of the option of choosing half board and full board. However, it does not include the cost of telephone, laundry and other accommodation services.

Special and promotional offers are valid if the stay is not shortened. Discounts do not add up.

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## 7. HOTEL CARD

The hotel card is received by the guest upon check-in and must be presented at the hotel reception upon check-out. In case of loss or undelivered card upon check-out, the hotel reserves the right to charge the guest the value of the card in the amount of € 10.00.

## 8. ADDITIONAL OFFER

Any additional offer is only available on request and in case of availability.

## 9. RULES OF STAYING IN A HOTEL AND VILLA

To make your stay as pleasant as possible, a 'commitment to tranquility' applies in the guest rooms and common areas of the Hotel Paka and Villa Herberstein. As a result of justified complaints from other guests due to excessive noise, the noisy company must leave the hotel or villa immediately and without refund after another warning and without refund.

Smoking is not allowed in all common areas of Hotel Paka and Villa Herberstein, in Restaurant Paka, in Restaurant Herberstein, Confectionery Paka and in all other common enclosed spaces. In the case of smoking (regardless of the substance), a cost of EUR 350 per day will be added to your account. However, as we would like to provide comfort and offer diversity, we have equipped rooms in Hotel Paka, which are, of course, in a limited number and it is necessary to mention this in the reservation itself.

We make a special effort to provide clean rooms for our guests. In the event of major stains or damage to our property, you agree to pay for cleaning in the amount of at least 50 EUR or to pay the full cost of repairing / replacing damaged equipment.

Additional costs related to the room, villa, restaurant and other services can be paid during the stay or at check-out.

## 10. PARKING

Parking is free for hotel, villa, restaurant and spa guests. Hotel Paka offers the use of its own garage

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## 11. LOSS AND DAMAGE OF GUEST PROPERTY

Unfortunately, we cannot be held liable for lost or damaged property or for damage suffered by you or anyone from your company during accommodation on our property in the Villa, Hotel or in the car park itself, except in cases where damage is caused by negligence of staff.

You can keep money and valuables in the in-room safe.

## 12. PETS

Pets are only allowed in certain rooms at the Hotel Paka \*\*\*\* and Villa Herberstein \*\*\*\*. The price of the stay is € 20.00 per day / dog (the exception is guide dogs, which stay for free). Prior notice required!

Pets are not allowed in the breakfast room. During lunch or dinners can be with the owner on the terrace (depending on the weather).

## 13. COMPLAINTS

If there is any damage to the room or the Villa, the guest must immediately inform the reception or the maids and allow the maintenance staff to rectify the problem in due course. If the guest does not take this into account, he has no right to change the duration of the accommodation or discounts on the address of the inferior stay.

## 14. ACCESS AND RIGHT TO ENTER THE ROOM

We reserve the right to enter the room at a reasonable time and for justifiable reasons. Receptionists, maids and maintenance staff may, for justified reasons, in particular due to urgent maintenance work and inspection, enter the room at the time of announcement, if there is no guest in the room, entry is allowed accompanied by at least two people.

## 15. GIFT VOUCHERS

A gift certificate can be purchased by a natural or legal person. The gift voucher can be paid in cash, by card or by transfer to the company's current account.

Gift certificates are valid for 6 months from the date of issue. Employees have the option to extend the validity of the gift certificate for an additional 6 months. In

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exceptional cases (injuries, pregnancy...), the gift certificate can exceptionally be extended for another 4 months.

Advance service reservation is required. When booking, it is necessary to state the number of the gift voucher, otherwise the service cannot be used.

In the event that the customer does not come to the service and does not cancel the reservation, the gift voucher is considered redeemed. For wellness and catering services, the reservation must be canceled at least 24 hours before the agreed date, otherwise the gift voucher is considered redeemed. For overnight stays in a hotel or villa, the reservation must be canceled at least 72 hours before arrival.

A gift certificate for the specified service can be used once.

## 16. INTELLECTUAL PROPERTY

The sign, name and logo are the basic elements of the visual identity of the company Gorenje Gostinstvo d.o.o. Their use without the permission of the owner is not allowed.

## 17. PROTECTION OF PERSONAL DATA

With reservation, the guest allows Gorenje Gostinstvo d.o.o. to store and process the collection of collected personal data in accordance with the Personal Data Protection Act via the booking form or via e-mail. The collection manager may process personal data for the purposes of informing about the offer, services, novelties and changes of the company Gorenje Gostinstvo d.o.o.

The controller undertakes not to pass on the data to third parties.

The controller undertakes to process and protect the data in accordance with the Personal Data Protection Act.

## 18. APPLICABLE LAW

These general terms and conditions are governed by Slovenian law. The parties agree on the exclusive jurisdiction of the Slovenian courts.