



## General Conditions

### Advantages

There is no booking fee with the reservation made via our portal www.bestplace.sk. All present discounts, price bonuses and other bonuses are listed in the price lists at the web page www.bestplace.sk and are available to the client.

### Beginning of the stay and departure – Check-in and check-out

The stay begins on the given day after 14:00 hours and the accommodation facility should be left on the day of departure by 10:00 hours at the latest. The time difference is reserved for cleaning the room and preparing it for the next visitors. On special occasions it is possible to agree different check-in and check-out times depending on individual agreement with the accommodation facility.

### Accommodation Voucher

The voucher is sent by an e-mail or by a classical mail after the customer has paid the required sum of money for the booked stay. The voucher entitles client to use the booked services. The accommodation provider will not accommodate more people than are presented in the voucher.

### Prices

The prices of stays and complementary services are presented in valid price lists of the travel agency CK Best Place. The prices for the hotel accommodation presented on our web page are the same as the own prices of the hotels.

### Reservation of Stay or Complementary Services

The reservation can be performed on line, by means of a form right in the pages of our travel agency, by mail, or by telephone (Preliminary booking). After we verify the availability of the required capacities, we will send to the client the confirmation (Confirmation of reservation and payment of deposit).

### Payment Conditions

After Confirmation of the reservation is usually required to pay an advance deposit of 50 % the total price by the deadline indicated in the Confirmation of reservation. If the advance is not paid, the reservation will be automatically canceled. There is no booking fee. Surcharge (remaining 50%) is paid upon arrival right to the accommodation facility.

In specific cases, it is necessary to pay in advance full 100% of the price by the time specified in the Confirmation of the reservation or can be paid the advance of 50% to confirm the reservation and the remaining 50% at least 30 days before arrival.

The payment conditions are listed in the Confirmation of reservation, which is sent to you.

If you are booking the accommodation just before the arrival (1 – 3 days), it is possible in some cases to pay the full amount for the stay upon arrival directly to the accommodation facility.

### You can pay the price for your stay by:

- deposit or transfer to the account:

Name of bank: TATRA BANKA a.s.

Account number: 2923826897/1100

IBAN: SK37 1100 0000 0029 2382 6897

SWIFT: TATRSKBX

Account name: Cestovná kancelária Best Place s.r.o., Podtatranského 1811, Liptovský Mikuláš, Slovensko

- Western Union

### Please indicate in your payment the reservation number.

**All the bank transfer fees are paid by client.**

### Cancellation policy

The cancellation fee depends on the time between the moment of cancellation of the reservation and planned arrival – start of the stay. In the special term such as New Year's Eve special cancellation policy is applied.

### Cancellation terms:

To cancel the stay, you are required to pay cancellation charges as follows:

In case of cancellation:

- more than 30 days before the cancellation fee of 10 € (manipulation fee)
- 30 to 21 days before arrival the cancellation fee is 30% of the total price
- 20 to 14 days before arrival the cancellation fee is 50% of the total price
- 13 to 8 days before arrival the cancellation fee is 80% of the total price
- 7 days or less prior to arrival the cancellation fee is 100% of the total price

Cancellation during the New Year's Eve

- more than 46 days before arrival, the cancellation fee of 10 € (manipulation fee)
- 45 to 40 days before arrival the cancellation fee is 30% of the total price
- 39 to 33 days before arrival the cancellation fee is 50% of the total price
- 32 to 20 days before arrival the cancellation fee is 80% of the total price
- 19 days or less before arrival the cancellation fee is 100% of the total price

For special events such as First or Last Minute Moment may apply special cancellation policy for each event. Those cancellation fees are sent to the client together with the Confirmation of reservation. In some cases it is possible to arrange individual cancellation policy agreement with the property owner.

To cancel your stay you have to send as soon as possible: your name, number of reservation, contact details, date of stay. It is to be mailed by a registered mail or by an e-mail. To determine the number of days in the calculation of cancellation charges is crucial date of receipt of the written cancellation stay. When sending an e-mail, the time starts after we confirm the receipt of the cancellation e-mail. Afterward the money already paid for the reservation reduced by applicable cancellation fee is transferred to your bank account.

### Complementary Services

CK Best place offers to their clients, in addition to accommodation, also a wide range of complementary services - sports and trips.

### Insurance

Travel insurance and insurance of the cancellation charges are not included in the price.

### Transportation

Travelling to the place of stay and back is provided and paid by clients themselves. When asked for, the travel agency will provide all the available information about possibilities of travelling to the accommodation facility.