

Reservation and Payment Terms for the Sale of Stays at Hotel SKI & WELLNESS RESIDENCE DRUŽBA

1. Reservation and Payment Terms

Confirmation of a reservation is subject to payment of a 100% advance payment upon reservation confirmation.

2. Cancellation Policy

Cancellation of a stay is only possible in written form. The date and time of delivery of the cancellation notice to the accommodation provider shall be decisive.

The cancellation policy applies to all booked services, including accommodation, catering, supplementary services, packages and surcharges.

Stays between 06/04/2026 – 04/12/2026:

- cancellation more than 30 days prior to arrival: no cancellation fee; an administration fee of EUR 40 will be charged,
- cancellation 30 to 15 days prior to arrival: cancellation fee of 10% of the total booked services plus an administration fee of EUR 40,
- cancellation 14 to 3 days prior to arrival: cancellation fee of 50% of the total booked services plus an administration fee of EUR 40,
- cancellation 2 days prior to arrival or no-show: cancellation fee of 100% of the total booked services.

Stays between 04/12/2026 – 31/03/2027 (excluding 25/12/2026 – 06/01/2027 and 20/01/2027 – 25/01/2027):

- cancellation 45 days or more prior to arrival: cancellation fee of 50% of the total booked services plus an administration fee of EUR 40,
- cancellation 44 to 3 days prior to arrival: cancellation fee of 80% of the total booked services plus an administration fee of EUR 40,
- cancellation 2 days prior to arrival or no-show: cancellation fee of 100% of the total booked services.

Stays between 25/12/2026 – 06/01/2027 and 20/01/2027 – 25/01/2027:

In the event of cancellation, the guest shall not be entitled to a refund of the paid amount, including the New Year's Eve surcharge, regardless of the reason for cancellation.

3. Change of Stay Dates

25/12/2026 – 06/01/2027 and 20/01/2027 – 25/01/2027: stays booked during this period cannot be amended.

Other periods:

The stay dates may only be changed upon prior written approval of the accommodation provider, no later than 14 days prior to arrival and only within the same calendar year, subject to availability.

If the price of the original stay period is higher than the newly confirmed stay period, the difference will not be refunded and cannot be used as credit for additional services.



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If the price of the original stay period is lower than the newly confirmed stay period, the guest is obliged to pay the price difference and reservation amendment fee within 3 days of confirmation of the amendment.

Failure to pay the price difference or amendment fee shall result in the reservation being considered cancelled by the guest and subject to the cancellation policy under Section 2.

A stay may only be amended once. Any additional amendment request shall be considered a cancellation and the paid amount shall be forfeited in full.

The reservation amendment fee is EUR 20 per paying person.

4. Shortening of Stay, Late Arrival and Early Departure

Shortening of stay, late arrival or early departure shall incur a cancellation fee amounting to 100% of the unused services. Unused services are non-refundable and cannot be compensated.

5. Group Reservations and Promotional Offers

Special reservation and cancellation conditions apply to group reservations, corporate stays and conferences and are determined individually.

6. Gift Vouchers

Purchased gift vouchers cannot be cancelled, refunded or have their validity extended. Gift vouchers cannot be exchanged for cash.

7. Final Provisions

The accommodation provider reserves the right to unilaterally amend these reservation and payment terms. Confirmed reservations shall be governed by the terms valid at the time of booking.

By submitting a reservation and paying for the stay, the guest confirms that they have read, understood and unconditionally accepted these terms.