GENERAL TERMS AND CONDITIONS AND HOUSE RULES

HOTEL KRVAVEC

Operator: RTC Krvavec, d.o.o.

Address: Grad 76, 4207 Cerklje na Gorenjskem, Slovenia

Telephone: +386 51 350 830

Email: booking@rtc-krvavec.si

Website: www.rtc-krvavec.si

OPENING HOURS

The usual opening hours of the hotel and mountain services are listed below. Opening hours may vary depending on the season, weather conditions and operation of facilities.

Hotel Krvavec

Service	Summer	Winter
Reception	9.00–21.00	7.30–20.00
Bar	7.00–22.00	7.00–22.00
Self-service restaurant	—	10.00–16.00
Hotel restaurant	8.00–9.30 and 19.00–21.00	7.00–9.00 and 18.00–20.00
Plaža restaurant	8.00–17.00	8.00–16.30
Sauna	10.00–21.00	10.00–21.00
Fun Room	8.00–23.00	8.00–23.00

Krvavec Mountain

Service	Summer	Winter
Krvavec ski resort	—	8.15–16.00
Cable car	9.00–19.00	8.00–17.00
Krvavec summer park	10.00–18.00	—
Bike park Krvavec	9.00–19.00	—

Important telephone numbers

- Emergency: 112
- Police: 113
- Hotel Krvavec reception: +386 51 350 830

1. GENERAL PROVISIONS

These general terms and conditions and house rules define the rights and obligations of guests and the provider of accommodation and other services at Hotel Krvavec.

By booking accommodation or using hotel services, guests confirm that they have read and agree to these general terms and conditions and house rules.

These terms apply to all guests of Hotel Krvavec and the Muštrinka apartment house, as well as other persons using their premises or services.

2. ENQUIRIES AND RESERVATIONS

Guests may enquire about accommodation by email, telephone, through the website or other sales channels.

A reservation is confirmed when the guest receives written confirmation of the reservation or offer and meets the conditions for payment of a 50% advance payment, unless otherwise specified in the offer.

When booking, guests must provide accurate information on the number of persons, arrival and departure dates, and the ages of children. They must state the EXACT AGES OF CHILDREN AT THE TIME OF THEIR STAY AT THE HOTEL, as prices and any discounts are calculated based on their ages at the time of the visit.

Discounts for children staying in the same room as their parents:

• Children aged 0 to 3.99 years: free of charge.

• Children aged 4 to 8.99 years: 40% discount.

• Children aged 9 to 12.99 years: 20% discount.

If, on arrival, the information provided is found to be incorrect or inconsistent with the actual circumstances, the guest must pay any difference in price or additional charge.

All special requests are subject to availability and cannot always be guaranteed by the hotel.

3. PRICES AND PAYMENT

Prices for accommodation and additional services are stated in the offer, price list or reservation confirmation.

A surcharge of EUR 5 per room per night applies to accommodation in a room with a balcony or terrace.

Prices apply to the period and services stated in the offer. Additional services not included in the confirmed offer are charged separately. Such services include, for example, sauna use, beverages and other services according to the current price list.

Tourist tax and other statutory charges are not included in the price unless expressly stated otherwise in the offer. Taxes are charged in accordance with applicable regulations.

The hotel accepts payment:

- in cash;
- with gift vouchers;
- by Mastercard, Visa, Diners and Maestro payment cards.

Cheques are not accepted.

4. ADVANCE PAYMENT AND RESERVATION CONFIRMATION

A 50% advance payment of the total reservation value is required to confirm a reservation, unless otherwise specified in the offer.

Unless another deadline is stated in the offer, the guest must pay the advance within 7 days of receiving the offer.

A reservation is considered confirmed upon receipt of the required advance payment. The guest then receives an advance payment invoice confirming receipt of payment and the reservation.

If the guest fails to pay the advance within the agreed period, the hotel reserves the right to cancel the reservation and release the accommodation without further notice.

The guest must pay the remaining balance no later than departure, or as agreed in the offer.

5. CANCELLATION AND NO-SHOW

Guests may cancel a reservation in writing by email to booking@rtc-krvavec.si.

Cancellation at least 21 days before arrival: the advance payment already made will be refunded.

Cancellation less than 21 days before arrival: the advance payment is non-refundable.

In the event of a no-show without prior cancellation, the hotel reserves the right to release the accommodation unit and offer it to other guests.

Different cancellation conditions specified in a special offer or reservation take precedence over these general terms.

6. ARRIVAL, CHECK-IN AND DEPARTURE

Check-in is available from 14:00. Earlier check-in is possible only if the room is ready and hotel occupancy and operations permit.

Check-out is no later than 10:00 on the day of departure.

Late check-out until 11:00 is possible by prior arrangement with reception and subject to availability. A surcharge of EUR 15 applies for late check-out until 11:00.

If a guest fails to vacate the room by the agreed check-out time, or by 10:00 at the latest without prior arrangement with reception, the hotel charges:

- 50% of the accommodation price for use of the room until 16:00;
- 100% of the accommodation price for use of the room after 16:00.

Upon arrival, guests must present an identity document for registration in accordance with applicable law and settle any outstanding charges.

Guests arriving outside reception opening hours must arrange key collection or room access with the hotel in advance.

7. ACCESS TO THE HOTEL, CABLE CAR AND PARKING

Hotel Krvavec is located at approximately 1,600 metres above sea level. Access is possible via the mountain road or cable car, depending on current operating and weather conditions.

Cable car operating hours depend on the season and current schedule. Normal operating hours are 08:00–17:00; during night sledding on Fridays and Saturdays, it may operate until 19:00. Hours may change for weather-related, technical or other operational reasons.

Cable car transport is free of charge for guests of Hotel Krvavec and the Muštrinka apartments, but is not included as a guaranteed service in the accommodation price. Cable car operation depends on weather, technical and other operational conditions. Failure of the cable car to operate does not in itself entitle guests to cancel without charges or receive a refund for accommodation.

Parking is available in designated parking areas near the hotel or at the lower cable car station, in accordance with current parking conditions and traffic arrangements.

After reaching the upper cable car station, guests may contact hotel reception, which will arrange hotel transport to the hotel subject to availability. Guests may also continue to the hotel by four-seater chairlift when it is operating.

Guests staying at Hotel Krvavec or the Muštrinka apartment house are entitled to a 15% discount when purchasing tickets at Hotel Krvavec reception.

Only guests staying at Hotel Krvavec or the Muštrinka apartment house are entitled to have the barrier gate on the access road opened by Hotel Krvavec reception, by calling +386 51 350 830.

Guests must follow staff instructions, traffic signs and safety rules in the Krvavec area.

8. USE OF ROOMS AND HOTEL EQUIPMENT

Guests must treat rooms, furniture, appliances and other hotel equipment with care and use them for their intended purpose.

Hotel property, equipment or other items may not be removed from guest rooms.

Guests may not use their own cookers, heaters or other electrical appliances in rooms if these could pose a fire or other safety risk, unless approved in advance by the hotel.

Room heating is controlled by the hotel heating system. Guests who are dissatisfied with the room temperature should contact reception, which will adjust it accordingly.

Guests must immediately report any damage, faults or irregularities in their room to reception.

Guests are responsible for the accommodation key issued at check-in. If the key is lost, a EUR 20 fee is charged for making a replacement key.

Guests are liable for damage they cause to hotel equipment, inventory or premises, including damage caused by persons for whom they are responsible. They must reimburse the actual, demonstrable costs of repair or replacement.

9. HOUSE RULES, QUIET HOURS AND SAFETY

Guests must observe the house rules and behave in a manner that does not disturb other guests or employees.

Quiet hours are from 23:00 to 06:00. Loud conversations, music, parties and other activities that disturb guests' rest are prohibited during these hours.

Weddings, end-of-season events and other private functions may take place at the hotel on weekends, potentially resulting in increased noise or music during evening and night hours. The hotel reserves the right to organise such events and the associated noise, while endeavouring to minimise inconvenience to other guests. Thank you for your understanding.

Smoking is prohibited in all indoor hotel areas, including rooms, corridors, the restaurant and other shared spaces. Smoking is permitted only in designated outdoor areas.

A EUR 50 charge applies for additional cleaning or restoration if smoking occurs in rooms or other indoor hotel areas.

Guests must comply with fire safety instructions, evacuation signs and hotel staff instructions.

Dangerous, flammable or explosive substances and objects that may endanger people or property may not be brought into hotel premises.

Visitors not staying at the hotel must report to reception before visiting. Only persons properly registered in accordance with applicable regulations and the confirmed reservation may stay overnight in rooms. If rules concerning registration or occupancy are breached, the hotel reserves the right to charge resulting costs or applicable surcharges under the current price list.

10. MEALS AND RESTAURANT

Meals are served in the hotel restaurant at approximately the following times:

- Breakfast: 07:00–10:00;
- Dinner: 18:00–20:00;
- À la carte menu: 12:00–20:00.

The hotel reserves the right to change these times depending on the season, occupancy and operational requirements.

Indicative meal prices for hotel guests:

- breakfast: EUR 17 per person;

dinner: EUR 25 per person.

Indicative meal prices for external guests:

- breakfast: EUR 21 per person;
- dinner: EUR 32 per person.

The current price lists and offer conditions apply at the time of service.

Guests may not bring or consume their own food and drinks in the hotel restaurant without prior agreement with the hotel.

Guests must inform the hotel of any allergies, dietary restrictions or special dietary requirements before arrival. The hotel will endeavour to accommodate these requests where possible.

Preparing food to take away or removing food from the restaurant is not permitted unless expressly authorised by the hotel.

11. SAUNA

Sauna use is subject to the current offer, price list and availability.

Unless the sauna is reserved for private use, other hotel guests may also use it. Private use may be arranged in advance at reception, subject to availability.

Guests must follow sauna instructions, hygiene and safety rules and staff directions.

Sauna use is not recommended for persons with health conditions that restrict sauna use. Guests use the sauna at their own risk, without excluding the provider's liability under applicable law.

Entering the sauna under the influence of alcohol or other psychoactive substances is prohibited.

Children under 12 may not use the sauna. Minors aged 12 to under 18 may use it only when accompanied by an adult.

The person responsible for any damage to the sauna, equipment or inventory is liable for it. The hotel reserves the right to recover actual, demonstrable repair or replacement costs.

12. FUN ROOM AND OTHER ACTIVITIES

The hotel has a Fun Room with billiards, darts, table football and air hockey.

The gaming equipment operates with tokens available from the machine in the Fun Room.

Guests must use the gaming equipment and facilities carefully and for their intended purpose. Misuse, intentional damage or any behaviour that could cause equipment failure is prohibited.

The person responsible for damage to gaming equipment, furnishings or inventory is liable for it. The hotel reserves the right to recover actual, demonstrable repair or replacement costs.

If a child causes damage, parents or guardians are liable in accordance with applicable law.

Children may use the Fun Room only under the supervision of parents or a responsible adult.

Guests participate in outdoor sports and recreational activities, such as skiing, sledding, cycling and other activities in the Krvavec area, in accordance with each provider's rules, safety instructions and their own abilities. This does not exclude the provider's liability under the law.

13. SKI ROOM AND EQUIPMENT STORAGE

A storage room for skis and other sports equipment is available to guests.

Ski equipment must be stored in the designated area. Skis, ski boots and other wet or dirty sports equipment may not be brought into hotel rooms.

Guests must use the storage area responsibly and follow access and locking instructions.

The hotel recommends that guests adequately protect their personal and valuable belongings. The hotel is liable for loss of or damage to equipment to the extent provided by applicable law.

14. CHILDREN

Parents or accompanying adults are responsible for children's safety and appropriate behaviour in hotel rooms, shared spaces and outdoor areas.

Children must be supervised by parents or a responsible adult in shared spaces. Parents or guardians are liable for damage caused by children in accordance with applicable law.

15. PETS

Pets may stay at Hotel Krvavec only by prior arrangement with the hotel. The pet accommodation fee is EUR 15 per night.

Pets are not allowed in the hotel restaurant.

Pets are not allowed in the Muštrinka property. Guests must inform the hotel of any pet when booking. If a guest arrives with a pet despite the prohibition, the hotel reserves the right to refuse accommodation in Muštrinka. If the hotel cannot provide suitable alternative accommodation at Hotel Krvavec, it reserves the right to retain the advance payment in accordance with the reservation conditions and applicable law.

Pet owners are responsible for their pets' behaviour, cleanliness and any damage caused.

15. MUŠTRINKA – ADDITIONAL ACCOMMODATION

Muštrinka is an additional accommodation option in a building located slightly below Hotel Krvavec. Guest check-in and key collection take place at Hotel Krvavec reception.

Accommodation at Muštrinka is subject to availability and the terms of the individual offer.

Guests renting the Muštrinka apartment house must pay a security deposit of EUR 100. The deposit will be refunded in full upon departure if the accommodation is returned in proper condition, without damage or missing inventory.

Guests may book apartment-only accommodation or accommodation with meals at Hotel Krvavec, provided hotel operations, restaurant availability and guest numbers permit.

Where meals have been arranged, they are served at Hotel Krvavec. Meal availability must be confirmed in advance.

The relevant provisions of these general terms also apply to Muštrinka guests, particularly those concerning guest registration, liability for damage, safety and house rules.

16. LIABILITY FOR PERSONAL BELONGINGS AND DAMAGE

Guests are responsible for safeguarding their personal belongings, money, documents, electronic devices, sports equipment and other valuables.

The hotel is liable for guests' personal belongings to the extent and under the conditions prescribed by applicable law.

Guests must immediately report any loss, damage or theft of personal belongings to reception.

Guests are liable for damage they or persons for whom they are responsible cause to hotel equipment, inventory, premises and other hotel property.

In the event of damage to or loss of hotel equipment, the hotel reserves the right to recover the actual, demonstrable cost of repair or replacement.

17. ENVIRONMENTAL PROTECTION AND RESPONSIBLE CONDUCT

Hotel Krvavec is situated in a natural mountain environment and asks guests to behave responsibly towards the environment.

Guests should conserve water and energy, dispose of waste in designated bins and respect the natural environment and surrounding areas.

Guests must observe nature conservation instructions, safety warnings and marked paths throughout the hotel and Krvavec area.

18. COMPLAINTS AND CLAIMS

Guests should report any comments, irregularities or dissatisfaction with their accommodation or services to reception as soon as possible, preferably during their stay.

The hotel will endeavour to resolve issues as quickly as possible and provide an appropriate solution.

Complaints and claims may also be submitted in writing to booking@rtc-krvavec.si.

The hotel handles complaints in accordance with applicable law and its internal procedures.

19. PERSONAL DATA PROTECTION

The hotel processes guests' personal data to manage reservations, provide accommodation, register guests, charge for services, fulfil legal obligations and for other lawful purposes.

Personal data is processed and retained in accordance with applicable data protection law.

Further information on personal data processing is available in the privacy notice on the hotel website or from the provider.

20. FINAL PROVISIONS

The hotel reserves the right to amend these general terms and house rules. The current version is published on the hotel website or available at reception.

Matters not covered by these terms are governed by the applicable laws of the Republic of Slovenia.

In the event of a conflict between these general terms and special conditions stated in a confirmed offer or reservation, the special conditions prevail where expressly specified.

By booking or using hotel services, guests confirm that they have read and agree to these general terms and house rules.

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