

## GENERAL TERMS AND CONDITIONS – WINTER 2021/2022

General terms and conditions apply for stay in Hit Alpinea d.o.o. hotels and apartments: Ramada Resort Kranjska Gora, Ramada Hotel & Suites Kranjska Gora, Hotel Kompas Kranjska Gora and Apartmaji Vitranc.

### The following services apply for all guest of Hit Alpinea Hotels and Apartments:

- Free entrance to swimming pools Aqua Larix and Relaxation Centre Kompas (during opening hours),
- wi-fi free of charge (wi-fi or internet corner in the hotel),
- free entrance to Casino Larix and Casino Korona,
- animation programme,
- parking place in front of the hotel (as per availability).

### SUPPLEMENTS:

#### Obligatory Supplements:

- tourist tax, registration and insurance: adults €3,00 per person per day, children aged 7 to 18 years €1,50 per person per night.
- final cleaning at the apartments APP Vitranc: 20 € per apartment.

#### Other Supplements:

- single room supplement 20 € per night,
- additional bed for a child until 6 years of age: 12 € per night,
- a cot 6 € per night,
- supplement for a pet (smaller race): 15 € per night (only in Kompas Hotel and APP Vitranc available)
- supplement for a superior room: 20,00 € per room per night,
- supplement for a suite: 50,00 € per room per night,
- supplement for a suite with mountain view: 70,00 € per room per night
- additional meal (lunch or dinner): 12,00 € per person per meal (children 6-12: 50 % discount; until 6 years free of charge) doplata za višu kategoriju sobe: 20 € na sobu na noć
- doplata za hotelsku suitu 50,00 € na sobu na noć
- doplata za hotelsku suitu s pogledom na planine 70,00 € na sobu na noć
- **supplement for New Year's ever dinner 90,00€ per person (children 6-12 years: 50% discount; up to 6 years – free of charge). Valid for Hotel Kompas and hotel Ramada Resort and is obligatory.**
- supplement for breakfast in the hotel restaurant: 10 € per person per day (children 6-12: 50 % discount; until 6 years free of charge)

### DISCOUNTS:

**Wellness:** Entrance to Sauna Center Wellness Hit Alpinea - 30% discount

### Terms of cancelation of reservation:

- For reservations with an early discount, a 30% advance payment is not refundable.
- Cancellation up to 14 days before arrival is free of charge.
- In case of cancellation less than 14 days before arrival, we will charge you 50% of the total amount of the reservation.
- In case of cancellation less than 1 week before arrival, or if you do not cancel the reservation and in case of no show on arrival day, we will charge you 100% of the total amount of the reservation.

### (ADVANCE)PAYMENT

Advance payment 50 % of total reservation amount is required.

The payment is due to be done at Hit Alpinea bank account or by credit card:

Hit Alpinea d.o.o., Borovška cesta 99, 4280 Kranjska Gora

Bank: Gorenjska banka d.d., Kranj

bank account: SI56 0700 0000 0004 358

Reference: your reference number is the reservation number stated in your offer (this is important for the accounts)

The reservation is confirmed after receipt of advance payment to our bank account.

The rest payment at the hotel reception desk before departure.

### Cancelation Policy:

- Cancellation up to 14 days before arrival is free of charge.
- In case of cancellation less than 14 days before arrival, we will charge you 50% of the total amount of the reservation.
- In case of cancellation less than 1 week before arrival, or if you do not cancel the reservation and in case of no show on arrival day, we will charge you 100% of the total amount of the reservation

**Force Majeure:**

In case of Force Majeure like government measures due to bad epidemiological situation, when hotels are closed and is not possible to travel, the advance payment can be used for a later reservation within one year after hotels reopening. According to hotel availability.

**General Conditions:**

- Rooms are available on arrival day from 2 p.m., and until 11 a.m. on a departure day. At the arrival please contact the hotel reception desk, for the Vitranc Apartments please contact Ramada Hotels & Suites reception unless otherwise instructed.
- Please arrive before 8 p.m.
- Hit Alpinea d.o.o. reserves the right to change rates and programs without prior notice.
- Other supplements as per regular price list,
- Packages are valid for a limited number of rooms and are not valid in dates of bigger events.
- The rates are in Euro and include VAT.
- Services are valid during the stay only.
- Discounts are not combinable (mutually exclusive)
- Hit Alpinea d.o.o. reserves the right to overbook guests between the hotels,
- [The lowest price guarantee](#)