

GENERAL TERMS AND CONDITIONS

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 and Hotel Kompas Kranjska Gora and Apartments Vitranc.

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

- Free entrance to swimming pools Aqua Larix and Relaxation Centre Kompas (during opening hours),
- Internet free of charge (wi-fi or internet corner in the hotel),
- free entrance to Casino Larix and Casino Korona,
- animation programme (in accordance with the published program),
- 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 in 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,
- baby cot 6 € per night,
- supplement for a pet (smaller race): 15 € per night (only in selected rooms in hotel Kompas or Apartments Vitranc)
- supplement for bathrobe in hotel Kompas or Ramada Resort 5€ per person
- supplement for a superior room: 20,00 € per room per night,
- supplement for hotel suite: 50,00€ per room per night
- supplement for hotel suite with mountain view: 70,00€ per room per night
- additional meal (lunch or dinner): 16,00 € per person per meal (children 6-12: 50 % discount; until 6 years free of charge)
- 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

(ADVANCE)PAYMENT

Advance payment 50% of total reservation amount is required.

The payment needs to be done at Hit Alpinea bank account or by credit card (at least 14 days prior arrival):

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.

Terms of cancelation of reservation:

- Cancellation up to 5 days before arrival is free of charge.
- In case of cancellation less than 5 days before arrival, we will charge you the advanced payment as non-refundable.
- In case of cancellation less than 1 day 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 (apartments Vitranc until 10 a.m.). Early check in or late check out is possible upon availability and are payable in the amount of 40% of the room rate (in delay +/- 4 hours).
- Daily stay is payable in the amount of 60% of the daily room rate according to price list
- By arrival please check in at the front desk, guests of Apartment Vitranc at the front desk of Ramada Hotel & Suites or according to the note. Please arrive before 20 p.m.
- By check out please settle the bill until 9 a.m.
- Hit Alpinea d.o.o. reserves the right to change rates and programs without prior notice.
- Other supplements as per regular price list,
- Package prices are valid for a limited number of rooms and are not valid in time 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,
- Lowest price guarantee.