

# CHOCOLATE VILLAGE

BY THE *river*

LUXURY GLAMPING RESORT

## General Terms and Conditions

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### **Contractual partners:**

The contractual partners are Chocolate Village by the river, luxury glamping resort (hereinafter "resort") and guest. If the order was placed by a third party for the guest, then on the basis of a joint and several guarantee, the third party together with the guest guarantees the resort for all obligations under the contract.

The general conditions for renting and using the accommodation capacities Chocolate village (CV 99 d.o.o., Limbuško nabrežje 6, Limbuš) are published on the website <https://chocolatevillage.eu> and are an integral part of the contract or voucher. Guests are acquainted with them and accept them by booking or by application in oral, written or electronic form.

### **Conclusion of the contract:**

The contract is concluded when the resort receives a written confirmation from the guest or the online booking system and when the resort sends a booking confirmation to the guest. This means that the guest fully accepts the General Terms and Conditions. The sent accommodation offer does not mean a reserved room. The guest provides all the required information and guarantees its authenticity. The reservation is confirmed upon 40% advance payment of the rental of the accommodation capacity on the bank account stated in the offer, or upon successful debiting of the credit card for an amount of the same amount. Payment or debit can be made no later than 14 days before the arrival of the guest. If the landlord does not receive an advance payment of the amount of the reservation within the agreed period, the landlord reserves the right to cancel the reservation. In case of a reservation for a stay with arrival within three (3) days, a payment of 100% is required. On the basis of the advance / payment, the guest receives a booking confirmation, which guarantees his stay in the resort.

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**Legal provisions:**

CV99 d.o.o. will use due diligence in designing the website to try to ensure the accuracy and timeliness of the information on its website, but does not assume any responsibility for its accuracy and completeness. CV99 d.o.o. reserves the right to change the content of the website at any time, in any way and for any reason without prior notice. In doing so, it assumes no responsibility for any consequences of such changes.

**Currency:**

All prices are in Euro (€ / EUR) and include VAT.

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## **Reservation:**

Reservations are possible in several ways: in writing to the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu), by phone +386 2 460 02 00, in person at the reception of the resort or via the online reservation system at [www.chocolatevillage.eu](http://www.chocolatevillage.eu).

An essential condition for the validity of the reservation is your confirmation of our offer and payment in accordance with the stated general terms and conditions. In case we do not receive the confirmation, it is considered that the reservation has never been ordered.

## **Change of reservation (does not include cancellation of reservation):**

Changes to the reservation are only possible in writing to the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu) by prior arrangement with the reception.

Guests who change their reservation at any time before the trip by upgrading it (adding overnight stays, adding rooms, changing names) do not pay any additional costs.

If the guest makes a change of reservation so that with this change a smaller no. overnight stay, room cancellation or change of room type to a lower category, it may do so under the following conditions:

- More than 14 days before arrival:

The first change is free of charge

The second change costs € 30 per booking

- Less than 14 days before arrival:

cancellation policy applies

The change of reservation is possible only subject to availability and prior individual agreement with a representative of CV99 d.o.o. to the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu).

## **Cancellation:**

The cancellation fee depends on when the Chocolate village by the river resort receives the cancellation notice. Cancellations can only be made in writing to the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu).

## **The minimum cancellation costs are as follows:**

Guests can cancel free of charge up to 14 days before arrival.

In case of cancellation within 14 days before arrival, the guest can opt for the following options:

- The amount of the advance already paid can be used for an alternate date in the next 12 months
- The amount of the advance payment already paid by the landlord is kept in full without the use of a replacement date

- In case of cancellation 3 days or less before arrival, the guest will be charged 100% of the reservation amount.

In case of no-show, the guest is charged 100% of the total price.

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## **In case of force majeure:**

In case of force majeure such as e.g. illness, accident, war, earthquake, epidemic or pandemic, already paid or in accordance with the general conditions already debited funds are not returned, but the amount already paid is retained and can be used within 12 months of cancellation.

## **Payment:**

Reservation through the online reservation system

When confirming the reservation, you will have to enter your valid bank details in addition to your personal data, with which you will confirm your reservation. You hereby agree that we will charge your bank card in accordance with the General Terms and Conditions and the Cancellation Policy.

You will be charged a prepayment of 40% of the total price in case of 14 days or more until your arrival and 100% of the total price in case of 3 days or less before your arrival.

## **Booking via email**

Upon confirmation of the reservation it is necessary to pay an advance in the amount of:

- 40% (percent) of the total reservation price
- 100% (percent) of the total price of the reservation during the reservation period of 7 days or less

The deposit must be paid to the bank account of CV99 d.o.o. in accordance with the rules.

## **Company bank account:**

CV99 d.o.o., Limbuško nabrežje 6, 2341 Limbuš, Slovenia

+386 2 46 00 200 | [info@chocolatevillage.eu](mailto:info@chocolatevillage.eu) | [www.chocolatevillage.eu](http://www.chocolatevillage.eu)

LR (VAT): SI 16329007 | MS: 8092630000 | IBAN: SI56 0451 5000 3443 717 | BIC: KBMASI2X

## **Services:**

The basic service is bed and breakfast.

Special offer of the resort:

Chocolate massage, wellness house rental, chocolate workshops

The price includes:

- Stay in a selected house for 2 people
- Rich breakfast delivered to the cottage
- Welcome basket (chocolate beer, Aunt Frida's chocolate, fruit)
- Use of the pool in season (expected July to September)
- Handmade natural chocolate cosmetics
- Internet connection
- Parking
- Final cleaning

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## **Guest check-in / check-out:**

Check-in: from 14:00 to 20:00.

Reserved accommodation for guests is kept on the day of arrival until 20.00. In case of later arrival, the guest is obliged to inform the resort in advance - no later than 18.00. If the guest does not inform the resort in time, the resort is not obliged to keep a room for the guest, and also has the right to charge the guest the cost of non-arrival.

Early check-in at the resort is possible at 12.00 (only by prior appointment / arrangement with the reception at the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu)).

Later check-out from the resort is possible subject to availability and agreement with the reception - maximum 1 hour. After 1 pm, the whole day is charged - the value of 1 night.

## **Check-in at the resort:**

For security reasons, guests must have a valid identity document (ID card, passport or driving license) with them at check-in. In accordance with the Residence Registration Act, the accommodation establishment is obliged to register temporary residence within 12 hours for all guests staying at the resort.

## **Travel documents:**

Guests are responsible for providing proof of citizenship in the form of a valid passport and other documents required for the trip. Guests should consult their travel agent, airline or appropriate government authority regarding the necessary documents. If guests do not have the necessary travel documents, they may be denied entry / entry. CV99 d.o.o. is not responsible for obtaining and protecting the necessary travel documents.

## **Internet:**

Free use of wi-fi is available.

## **House pets:**

Pets are welcome in the resort, payment is according to the price list.

## **Smoking:**

Smoking is not allowed in the interiors of the cottages. Guests are allowed to smoke on the outdoor areas of the resort.

## **Parking:**

Free outdoor parking is available to guests. The resort accepts no responsibility for the safety of vehicles, damage to vehicles or for things stored in it.

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## **Damage:**

We reserve the right to charge for any damage incurred in the guest's room, at the resort or for any items missing in their accommodation.

## **Disclaimer** (wooden paths, tree houses ...):

Guests confirm and agree to follow all posted safety warnings regarding wooden and stone paths, tree houses and the pool. Guests assume responsibility and relieve the resort and resort staff of any liability, claims, lawsuits, damages, costs and / or expenses that may arise from or in any way related to the guest's use of wooden and stone paths, water surfaces, trees, accommodation. and tree houses. Guests understand and acknowledge that this disclaimer also includes lawsuits for negligence and / or acts or omissions of the resort and resort staff. Accordingly, prior notice is given here.

The tree houses offer a balcony / terrace where guests can sit in peace and quiet. The tree house is surrounded by a terrace and a secure fence (as in hotels on balconies). Chocolate Village resort will therefore in no way be liable for any conduct contrary to the rules of the resort, which means if guests sit on the balcony railing of a tree house or otherwise change the security protections at the resort.

## **Gift certificates:**

When using the gift voucher, it is necessary to present the original gift voucher when registering at the resort. Photocopies or copies of the gift certificate are not allowed and are not valid.

The gift voucher is valid until the expiration date indicated on each individual gift voucher. If the date of validity is not written on the gift voucher, the gift voucher is considered valid for one year from the date of issue. In the event that a gift certificate is not used during its validity, stolen, lost or destroyed, its user is not entitled to a refund or compensation in any form.

The voucher can be used as a means of payment for any service, food or drink available at the resort. The service voucher can only be used for the service listed on the voucher, the unused part of the service cannot be compensated for another service.

When exchanging a gift voucher for the use of low-value services, the customer is not entitled to compensation for the difference in price. When exchanging a gift certificate for a higher value voucher, the customer must pay the difference.

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The date can be changed only once, namely:

- At least 14 days before the agreed date

The change of the date is possible only depending on the availability and prior individual agreement with the representative of CV99 d.o.o. to the e-mail address [reception@chocolatevillage.eu](mailto:reception@chocolatevillage.eu)

We reserve the right to charge an additional fee of 20% of the final price of the reservation.

## **Early departure:**

The resort is not obliged to return the value of the overnight stay to the guest / client for early departure. Any exceptions to the reason for early departure require approval from the company's management.

## **Applicable law:**

These general terms and conditions are governed by Slovenian law. The parties agree on the exclusive jurisdiction of the Slovenian courts.

## **Privacy protection:**

CV99 d.o.o. will protect all obtained data on website visitors in accordance with the Personal Data Protection Act and other Slovenian and European legislation. By sending personal data via the information form, the website visitor agrees that CV99 d.o.o. uses this data for internal statistical and data processing purposes. In doing so, the company undertakes not to pass on the data to third parties or companies for the purpose of commercial exploitation of personal data.

The website visitor voluntarily provides his personal data and allows the company CV99 doo, Limbuško nabrežje 6, 2341 Limbuš (user of personal data) to collect, use and process his personal data (ie collection, acquisition, registration, editing, storage, adaptation or modification, retrieval, insight, use, disclosure by transmission, communication, dissemination or other making available, classification or linking, blocking, anonymisation, deletion or destruction) primarily for the following marketing communication purposes: segmentation, modeling, consumer profiling, transmission of offers, advertising material and communication via mail, e-mail, telephone, SMS (also for the purpose of remarketing - in the manner of targeted advertisements via e-mail and / or social networks) in accordance with the Personal Data Protection Act. The personal data of the website visitor may be stored and used by the company until revoked in writing.

The website visitor agrees that his personal data is used for the purposes of direct marketing (as defined in advance) indefinitely or until his request to cease direct marketing.

Every visitor to the website has the right to view, transcribe, copy, supplement, correct, block and delete personal data relating to him.

A valid ID is required upon check-in at the resort.

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## **Data usage:**

CV99 d.o.o. all acquired data on guests are protected in accordance with the Personal Data Protection Act. By accepting the offer, the guest is considered to agree to the use of this data also for the purposes of statistical processing and notification of the offer. If the guest does not wish to do so, they can state this at check-in.

## **Valuables:**

The things brought by the client are guaranteed by the resort in accordance with the legal provisions only if the damage is related to the breach of duty by the resort. We recommend that the customer keep their valuables in a safe.

## **Rules for the use of unmanned aircraft:**

For the safety and respect of the privacy of guests, the use of unmanned aerial vehicles or drones and aircraft models for recreational purposes is prohibited.

## **Accepted cards in this accommodation:**

Maestro, Mastercard, Visa, Diners

## **Holidays and special offer:**

Period from 15.6. - 15.9. in the year and Christmas and New Year from 20.12.2020 to 02.01.2021 (minimum number of nights = 2), Valentine's Day from 14.02.2021 to 15.02.2021, Easter holidays from 2.4.2021 to 9.4.2021, Labor Day from 1.5.2021 to 2.5.2021, Christmas and New Year from 23.12.2021 to 02.01.2022 (minimum number of nights = 2) are Season 1.

Maribor, 8/15/2020