

General Terms of booking, which are valid for agreements booking between the Hotel/guesthouse Residence Vera and the guests and/or person who makes the booking.

1. Cancellation requirements:

- At least 90 days before the agreed day of arrival of the guest(s), the hotel booking can be cancelled by the guest or the person who made the booking without a cancellation fee. The cancellation must be made in writing.
- In the case of a cancellation by the guest or the person who made the booking, during the period between the 90th (1st/2nd/3rd/4th ..) day of the agreed day of arrival and the actual day of arrival, the guest is liable for payment of the following cancellation fees:

Cancellation no later than 15 days before the day of arrival: 60% of the agreed total price;

Cancellation no later than 9 days before the day of arrival: 80% of the agreed total price;

Cancellation of less than 9 days before the day of arrival: 100% of the agreed total price.

- The cancellation must be made in writing and must be received by the hotel no later than the above named dates (90, 15 or 9 days) before the agreed day of arrival of the guest(s).
- If the booked rooms could not be let out to another person(s), the guest or the person who made the booking is liable to pay 100% of the agreed total price.
- The agreed price is the price, which was agreed for accommodation, catering and possibly other services.
- If all booked apartments cannot be let to another person, the percentage of the agreed price relates only to the agreed price and not the booked apartments.

2. Regulation in the case of early departure of the guest

In the case that the guest(s) departs early, he/she/they is/are liable to pay the price for the actual stay, as well as 100% of the agreed price for the remaining services not used.