

Commercial terms and conditions Hotel Pieris*** **(valid from 15.11.2017)**

Cancellation charges

Cancellation charge is understood to be agreed upon contractual fines.

I. Cancellation of ordered services agreed in advance (in the case of accommodation: bookings of 1 - 9 rooms including):

1. In the event of cancelling bookings or parts thereof:
 - 1-5 days (inclusive) before arrival there is a cancellation fee of 100% of the ordered services or the cancelled part of the ordered services shown on the booking confirmation.
 - 6-14 days (inclusive) before arrival there is a cancellation fee of 50 % of the ordered services or the cancelled part of the ordered services shown on the booking confirmation.
2. There is no cancellation fee in the event of cancellation of the ordered services more than 14 days before the date of their commencement.

II. Cancellation of ordered group services (in the case of accommodation: bookings of 10 or more rooms):

1. In the event of cancelling group bookings or parts thereof:
 - 1-14 days (inclusive) prior to their commencement there is a cancellation fee of 100 % of the ordered services or the cancelled part of the ordered services shown on the order / booking.
 - 15-30 days (inclusive) prior to their commencement there is a cancellation fee of 70 % of the ordered services or the cancelled part of the ordered services shown on the order / booking.
2. There is no cancellation fee in the event of cancellation of the ordered group services more than 30 days before the date of their commencement.

Cancellation of bookings, orders or part thereof shall be carried out by written notice to the Provider.

Cancellation applies even if the client has not notified the cancellation of booking, order or part thereof and the ordered service has not been utilised.

Notification of cancellation is to be sent by e-mail to: rezervacie@hotelpieris.sk, respectively the e-mail address of the person with whom the client made the specific booking reservation with.

Payment terms

I. Accommodation bookings (in the event of one booking up to 10 rooms):

advance payment 14 days before the arrival to the sum 100% of the ordered services on the basis of a completed booking confirmation, crediting the account of the Provider; Account: IBAN:SK95 0900 0000 0003 3496 7326, VS: Reservation number (or proforma invoice number).

II. Reservations of group orders (in the event of one booking of 10 or more rooms):

advance payment 60 days before the arrival on the basis of an issued proforma invoice (respectively booking confirmation) to the sum 80% of the calculated price of the ordered services or in special cases up to 100%.

III. Reservations in special cases ("New Year's Eve" and "Easter stays):

advance payment 60 days before the arrival to the sum 100% of the ordered services on the basis of a completed booking confirmation, crediting the account of the Provider; Account: IBAN:SK95 0900 0000 0003 3496 7326, VS: Reservation number (or proforma invoice number).

In the event that the advance payment shown on the booking confirmation / order is not paid within the period according to the above payment terms I, II and III, it is understood that the party of the contract concerning the reserving / ordering of accommodation or services have withdrawn from said booking / order. The same applies if the client does not make use of the reserved / ordered services on the 1st day of their stay prior to 0:00 p.m. or another agreed time. Withdrawal from the contract concerning the reserving / ordering of accommodation or services is not affected by the above mentioned Cancellation charges.

