

Ikar Plaza Health and Wellness Centre



IKAR PLAZA TERMS OF RESERVATION

RESERVATION AND REGISTRATION

01. After making the reservation, the Guest will receive by e-mail, an agreement – confirmation of reservation which will include the terms and conditions of the reservation as well as the relevant information regarding the prepayment in the amount of 30% of the entire reservation.
02. If the prepayment is not made to the hotel's bank account within the deadline set in the agreement – confirmation of reservation or is made at a later date, the hotel reserves the right to make the reservation for another Guest and to cancel the reservation.
03. Once the prepayment has been credited to the hotel's bank account, the Guest will receive by e-mail the confirmation of the prepayment – receipt or invoice.
04. A receipt for each payment transaction will be issued. Upon request, we may issue a VAT invoice. In the light of the applicable regulations, please provide the correct tax identification number and the data necessary to issue an invoice – BEFORE making the advance payment. In the absence of the above mentioned information, obtaining a VAT invoice will not be possible.

COSTS OF CANCELLATION OF INDIVIDUAL RESERVATIONS

(not applicable to reservations made by travel agencies, booking.com and other tour operators)

- Cancellation up to 31 days before arrival – **no cost** *
- Cancellation 30–15 days before arrival – **50% of advance payment** **
- Cancellation 14–0 days before arrival – **100% of advance payment** ***

Cancellation of reservation made against an advance payment, must be made in writing under pain of nullity.

- * In case of cancellation of the reservation 31 days or more before the planned date of stay – the hotel will return the amount of the advance payment less the relevant bank charges (in case of guests providing a foreign bank account).
- ** In case of cancellation of the reservation made less than 30 days before the date of planned arrival and beginning of stay – 50% of the advance payment is subject to refund.
- *** In case of cancellation of the reservation 14 days before the planned arrival – the advance payment is not subject to refund.

The hotel may offer its Guest, a different, convenient date within a maximum of 30 days from the date of the planned arrival, subject to room availability.

In the event that a Guest decides to leave earlier, the hotel will not reimburse the costs of unilateral withdrawal from the agreement.

In the event of no-show of a Guest on the planned date of arrival, the advance payment will not be subject to refund.