

General terms and conditions

I. Establishment of contractual relations - The participants in the contractual relationship are:

A: / Landlord of apartments NATUR RESORT Ltd., Šulekova 2, 811 06 Bratislava, hereinafter referred to as **NTR**

B: / Customer (Client), which may be a natural or legal person, hereinafter referred to as **Customer**

1. The contractual relationship between the NTR and the customer is established by concluding a residence contract, i.e., acceptance of the residence contract signed by the customer and its confirmation by the NTR, as well as by accepting obligated online reservation confirmed by both parties. The residence contract applies to all other persons named therein. The customer is responsible for fulfilling the contractual obligations of all other persons specified in the residence contract as for the fulfilment of his own obligations. The customer signs a contract for a minor legal representative.

2. The content of the residence contract is determined according to the catalogue, additional NTR offers confirmed by customers' orders of these General terms and conditions or Special Conditions attached to the confirmed order.

3. By confirming the residence contract, the NTR is committed to provide the customer with the services in the agreed manner scope, quality, and in accordance with the agreed conditions.

II. Price conditions

1. Prices of stays organized by the NTR are contractual prices agreed in a written agreement between the NTR and the customer.

III. Terms of payment

2. The NTR is entitled to demand advance payment when signing the residence contract, respectively with confirmation of online booking. The amount of the advance payments and the payment schedule are agreed as follows:

A: Upon the establishment of a contractual relationship, the customer is obliged to pay an advance payment of at least 50% of the prices of services ordered unless otherwise agreed.

B: no later than 30 days before the start of the stay, the customer is obliged to pay back pay to the total price services ordered so far, unless otherwise agreed.

3. The customer is entitled to the provision of services only after payment of the contractually agreed price so far ordered services. If the customer does not meet the deadline for payment of the price services ordered so far for any reason, the NTR is entitled to withdraw from the concluded residence contract. In this case, the NTR is also entitled to request payment of a contractual penalty according to Article VII. of these General terms and conditions.

IV. Rights and obligations of the customer

1. The basic customer rights include:

A / the right to the proper provision of contractually agreed and paid services

B / the right to request from the NTR information about all facts concerning contractually agreed and paid services,

C / the right to be acquainted with any changes in the contractually agreed services within the contractually agreed or legal time limits

D / the right to withdraw from the contract at any time before the start of the services under Article VII. of these General Terms and Conditions,

E / to claim any deficiencies and demand correction or compensation. The NTR only accepts written claims or complaints.

When there is a claim, a record of the subject of the complaint must be made. The record must be confirmed by a representative of the NTR, or by the accommodation facility. Without this, there is no right to make a complaint.

2. The basic customer obligations include in particular:

A / Provide the NTR with the necessary cooperation to provide the proper provision of services. Mainly, truthfully and completely state the data in the residence contract, including any changes to these data, and submit other documents (e.g., visa applications, photographs) as required by the NTR,

B / to ensure that persons under the age of 15 are accompanied and supervised by an adult participant and in a similar manner escorting and supervising persons whose state of health requires so,

C / report the participation of the foreign members,

D / pay the price of the stay in accordance with Article III. of General Terms and Conditions,

E / notify the NTR with opinion related to changes in the conditions and the content of the agreed services without undue delay

F / take from the NTR documents necessary for the use of services,

G / act in such a way that there is no damage to health or property to the detriment of other customers, service providers, or the NTR.

3. The obligations of the customers - legal entities that are parties to the contractual relationship further include:

A / to acquaint their participants with these General Terms and Conditions as well as with other information it receives from the NTR, but mostly to inform them about the scope and quality of services,

B / ensure that all participants fulfil the basic obligations of customers that require their personal cooperation and may be carried only by an individual participant,

C / appoint a group leader if, in agreement with the partner, an NTR guide is not provided.

This manager organizationally ensures the proper provision of services from suppliers and ensures compliance program of services.

V. Duties and rights of the NTR

1. The rights and obligations of the customer referred to in Article IV. of these General Terms and Conditions are related to the corresponding obligations and rights of the NTR.

2. The NTR is obliged to accurately, clearly, comprehensibly, completely, and properly inform before concluding the residence contract about all facts known to it which may have an influence on the decision in purchasing a stay by a potential customer.
3. The NTR is not obliged to provide the customer with services beyond those which were confirmed and paid in advance.
4. The NTR has the right to withdraw from the implementation of the stay without any financial compensation in the following cases: due to force majeure (extreme weather events, political events, quarantine, etc.).

VI. Travel insurance

1. Participants of the NTR stay do not have insurance included in the price. Insurance is a voluntary surcharge to the stay. The NTR does not provide travel insurance services and these services must be handled through third parties.
2. The insurance relationship arises directly between the participant and the insurance company. In the negotiation of compensation in the case of an insurance event, the insurance company is in direct relation to the participant of the stay, and the company NATUR RESORT is not authorised to assess the existence or the number of claims arising from this relationship.

VII. Withdrawal from the contract, cancellation, changes

1. In the event that the customer withdraws the residence contract due to fundamental changes in the terms of the contract agreement from the NTR party, the customer has the right to:
 - Participation in a replacement date according to the NATUR RESORT offer.
 - Refund of the price of the stay and services ordered, which the customer has already paid.
2. The customer has the right to cancel his participation at any time after booking a stay and related services under the following conditions:
 - The customer will be charged a deposit of 50% of the price of accommodation. In this case, the customer is entitled to free cancellation if the stay is cancelled 30 or more days before the start of the stay.
 - When booking a discounted offer, the total price of the reservation will be charged at the time of booking. In a cancellation event, reservation adjustments or no-shows will be charged the total price of the reservation.
 - In case the customer starts the accommodation and cancels his stay during the accommodation, the NTR has the right to charge a 100% cancellation fee for the ordered services.
 - If the customer wishes to cancel his reservation, it is necessary to cancel it online, via a confirmation email he will receive shortly after booking or contact the NATUR RESORT reception.

Change of the date: 10 euros / person. The change is possible no later than 10 days before the start of the stay.

The cancellation of the contract occurs on the day of delivery of the written statement or other necessary documents to the NTR. In case the client starts the accommodation and during the accommodation, the stay is cancelled, the NTR has the right to charge a 100% cancellation fee from the ordered services.