**TERMS AND CONDITIONS**

The general terms and conditions for renting and using Apartment House Jelenov Grič are published on the website www. jelenovgric.com and in the accommodation itself. Guests are familiar with them and accept them by submitting a reservation or by applying in oral, written or electronic form. Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji confirms the reservation upon receipt of a 100% advance payment by the guests to the TRR indicated on the offer. Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji reserves the right to change the general conditions without prior notice. It undertakes to publish the conditions publicly on its website.

**I. RESERVATION or APPLICATION**

The customer can reserve or submit a reservation on the website or by e-mail: info@jelenovgric.com.

We respond to messages as soon as possible.

The customer or the guest provides all the required information and guarantees their authenticity. The reservation is made with a 100% advance payment of the accommodation capacity rental, with the payment method indicated on the offer. If the lessor does not receive the advance payment within the agreed period, the lessor reserves the right to cancel the reservation.

During the booking process itself and contacting customers, a reservation for the same dates can already be made from direct online portals. In this case, we reserve the right to cancel your reservation without cancellation costs. For this reason, we recommend that you make the reservation quickly and easily directly via the website.

Your reservation is confirmed when you receive the reservation confirmation on your e-mail.

Optional reservations are not possible.

**II. PAYMENT**

The day of payment is considered the day when the customer (or another person on his behalf) settles the amount according to the offer to the transaction account of the lessor (Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji) or with another means of payment indicated on the offer.

The guest pays the advance payment for the reservation no later than 24 hours after receiving the offer. The guest must inform the provider about the advance payment by e-mail info@jelenovgric.com or +386 31 788 417. Advance payment is a condition for booking. If the lessor does not receive the advance payment and payment of the entire amount of the reservation within the agreed period, the lessor reserves the right to cancel the reservation.

We have arranged a non-cash payment. For any additional services, you will receive an invoice to your email, which you pay to our TRR: SI56 1949 0501 0200 015 opened at DBS d.d.

**III. RESERVATION CANCELLATION:**

The customer has the right to cancel the accommodation reservation in writing, regardless of the reason. Cancellation of reservation is sent to e-mail: info@jelenovgric.com.

In case of cancellation of the reservation, Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji the right to reimbursement of costs.

– In case of cancellation of the reservation more than 15 days before arrival, regardless of the reason for the cancellation, the lessor (Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji) issues a credit note to the lessee in the value of the amount already paid or in the form of a gift voucher.

– In case of cancellation of the reservation less than 15 days before arrival, regardless of the reason for the cancellation, the lessor (Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji) reserves the right to retain the cancellation costs in the amount of the already paid reservation amount.

– In the event that the tenant leaves the accommodation prematurely or does not notify the lessor of his non-arrival at the accommodation, the lessor reserves the right to charge cancellation costs in the amount of the entire reservation.

– COVID-19, given that the virus has been spreading for a long time, guests accept the risk by making a reservation, which could prevent them from coming to the accommodation. The virus is no longer a reason to cancel a reservation free of charge. Cancellation of a reservation due to a virus and related cancellation costs are treated according to the same general conditions as for cancellations due to other reasons.

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**IV. ARRIVAL AND DEPARTURE**

Arrival

Arriving at the accommodation is only possible upon prior reservation of the accommodation.

Arrivals are possible from 4:00 p.m. onwards.

We have arranged a quick check-in (self-check-in), before your arrival you will receive a secure email link where please enter all the required information for the check-in. The client is solely responsible for the correctness of the entered data, the lessor does NOT assume any responsibility for incorrectly entered data. After receiving the information, you will receive one day before arrival the code of the safe with the keys.

The customer must notify his/her arrival at the accommodation on the telephone number +386 31 788 417 (sms only is possible).

Late arrivals must be arranged in advance with Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji staff. (hereinafter the lessor). Early arrival at the accommodation is only possible if the accommodation is free by agreement with the lessor.

In the case of a weekly stay, upon agreement with the guest, we arrange a free cleaning of the apartment (maximum 2 x in one week in the case of a weekly stay).

In the case of a weekly stay, upon agreement with the guest, we change the bed linen once.

At the guest’s request, we have the option of changing towels daily. As we try to be environmentally friendly, we still ask guests not to throw away towels after the first use, but only if it is really necessary.

The possibility of renting a device for internal and external communication at the guest’s request.

Departure

Departures from the accommodation are until 10:00 in the morning.

We have an express check-out: Upon departure, the tenant (guest) returns to the landlord (Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji) the keys to the accommodation in the safe, where he also received them.

At 10:15 a.m., the staff comes to prepare accommodations for future guests. If, during the preparation of the accommodation, the staff notices damage to the accommodation or possible theft of objects from the accommodation, the lessor reserves the right to issue an invoice for the resulting damage or alienation of things to the guest.

You will receive an invoice for services to your email. Within the marked payment period, the guest must settle any additional services on the TRR indicated on the invoice.

**V. GENERAL**
Staying in the accommodation is only allowed to guests who register with the lessor (Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji) or with his authorized persons. The Landlord does NOT assume any responsibility for persons who do not report to the Landlord. Persons who are not registered and stay in accommodation without the landlord’s knowledge are themselves financially and criminally responsible.
When guests leave, check that all the dishes are washed and put away in the cupboards, put away the rubbish after you and take it out of the accommodation.
In the case of observed damage caused by negligence or carelessness, we will charge you for it. The facility is inspected after guests leave during cleaning and preparation for new guests. Please let us know about accidental damage to the equipment and visible damage to the installation if it happens to you during your stay or you notice it during your stay.
Smoking is prohibited in the facilities! Smoking is allowed on the terrace, embers are extinguished in the ashtray!
The accommodations are intended for relaxation and rest, so between 10:00 p.m. and 6:00 a.m. it is necessary to maintain order and peace, and to be considerate of other guests and neighbors. If the guests do not respect public order and peace, the lessor reserves the right to immediately dismiss the guests from the accommodation.
Please close the front door and do not leave the accommodation unlocked. You open them with the key you received – so always have it with you when you leave. Also, when you leave, close the door to the balcony and terrace!
When using the air conditioner, please keep the doors and windows closed. Switch off the air conditioner every time you leave the facility (untimed).
Please do not waste water unnecessarily and do not throw away towels after the first use, as we are trying to be environmentally friendly.
Hot tub: Use at your own risk.
Sauna: mandatory compliance with posted sauna instructions. Use at your own risk.
Parking for guests is located near the accommodation. Parking is at your own risk and we are NOT responsible for any damage to cars.
Free Wi-Fi is available in the apartments, the password is written in the info folder in the facilities.
We ask that guests use all facilities in the facilities safely and as a good steward. If you cause intentional or negligent damage, guests are obliged to reimburse it.
If there is a malfunction in the plumbing and electrical system or other malfunctions, please notify the guests immediately on the contact phone number +386 31 788 417.
Fire regulations, together with signs of emergency exits, are posted in the facilities. In the event of a fire, follow the fire regulations and inform yourself beforehand about the location of the fire extinguisher.
Upon departure, guests must wash dishes, refrigerator, oven, microwave and remove trash.
The owner and manager of Holiday House Jelenov Grič  is NOT responsible for valuables, money and personal belongings of the guests. It is also NOT responsible for guests’ vehicles in the parking lot.
In case of children staying in the accommodation, the owner and manager is not responsible for possible accidents and injuries of children. The stay of children is allowed exclusively at their own risk or on the responsibility of parents or guardians, as the accommodations are not properly arranged for the safety of children.
The owner and manager of the installation is not responsible for possible outages of electricity, water, internet due to network errors, causes by the supplier or due to weather conditions.
The owner and manager of the accommodation is not responsible for psychological and physical damage caused by force majeure (storm, hail, storm …).
Due to force majeure (lightning strike, storm, hail, downpour,…) there may be damage or non-functioning of certain things in the facilities, for which the lessor cannot be held responsible. As far as possible in such cases, the damage is repaired as quickly as possible. The time of rehabilitation depends on the contractor and not on the landlord. In such cases, due to force majeure, the lessor is not obliged to reduce the price of the reservation or to give a discount due to non-functioning of things or damage caused by force majeure.
The owner and manager of the accommodation is not responsible for possible disturbances from neighbors (noise, work in the vineyards and other disturbances) and neighbors and surrounding animals (barking of dogs, arrival of cats to the accommodation, stench from the farm…). It is also not responsible for disturbances caused on driveways and noise due to maintenance and other works (works on plumbing, electrical installations, road reconstruction, etc.) and is not obliged to reduce the price of the reservation or to give a discount for disturbances.
The owner and manager of the installation reserves the right to arrange the surroundings during the installation (mowing the grass….).
Moving the furniture (bed) in the holiday home is not allowed.
Use of the fireplace only by agreement with the lessor (in winter).

Feeding the deer is only allowed with food prepared by the owners.

It is not allowed to frighten the deer.

**VI. ADDITIONAL CHARGES:**

Additional payments are possible in the accommodations, which you will be informed about at the time of booking.

**VII. GIFT VOUCHERS:**

In the case of payment with a gift voucher, when making a reservation on the website, write down the gift voucher number in the notes, mark the advance payment by bank transfer, but do not pay the advance until we contact you. In the case of using gift vouchers, there may be an additional payment up to the full value of the price depending on the season. There may also be a final cleaning fee and a mandatory tourist tax.

We want your stay to be pleasant and unforgettable!

Jelenov Grič 

Boro Zmazek - nosilec dopolnilne dejavnosti na kmetiji

The general terms and conditions have been updated and come into effect on September 1, 2024.