

## **HOTEL AQUASTAR DANUBE**

### **GENERAL TERMS AND CONDITIONS OF SALE OF HOTEL PACKAGES**

For prices expressed in euros, payment is made according to the mid-market exchange rate of the National Bank of Serbia.

Meals are served buffet-style if there are more than 10 people staying in the hotel; otherwise, meals are served as a set menu.

Only guaranteed reservations obligate the hotel to secure accommodation.

Guaranteed reservations include those with a credit card number, advance payment, cash deposit, company or agency guarantee.

In case of no-show, cancellation, or early departure of a guest or group, the hotel reserves the right to charge according to the damage compensation policy.

A baby cot is available upon request and subject to availability.

One or two children up to 7 years stay for free and share a bed with an adult; surcharge for a third child: 50% of the package price.

Children aged 7-12 receive a 50% discount of the package price with a separate bed. For children aged 12 and above, full price applies.

Parents are required to present the child's identification document and to inform the hotel in advance about the stay of children.

The hotel reserves the right to charge on-site costs resulting from inaccurately reported information.

Discount for a group of a minimum of 10 adults: 7% of the package price.

VAT is included in the given prices.

#### **CANCELLATION TERMS AND CHANGE OF DATE:**

The guest is required to inform the hotel in writing about the cancellation or change of the service date.

After making a reservation, changes to the reservation date can only be made with the hotel's consent.

In case of early departure, cancellation of reservation, or guest's no-show, the Damage Compensation Policy applies.

The hotel does not consider unfavorable weather conditions as a valid reason for canceling a reservation or leaving the hotel prematurely.

## DAMAGE COMPENSATION POLICY

### 1. DAMAGE COMPENSATION IN CASE OF GUEST'S NO-SHOW

In the event that the guest does not arrive for the reserved room/rooms, the hotel reserves the right to charge for damages as follows:

- The price of the reserved service (bed and breakfast, half board, or full board) for three days of usage if the guest has reserved a stay of four days or more.
- The price of the reserved service (bed and breakfast, half board, or full board) for one day of usage if the guest has reserved a stay of up to three days.

### 2. DAMAGE COMPENSATION IN CASE OF RESERVATION CANCELLATION

In the event of reservation cancellation 5 days before the start of service usage, the hotel reserves the right to charge for damages as follows:

- The price of the reserved service (bed and breakfast, half board, or full board) for three days of usage if the guest has reserved services for four days or more.
- The price of the reserved service (bed and breakfast, half board, or full board) for one day of usage if the guest has reserved services for up to three days.

### 3. DAMAGE COMPENSATION IN CASE OF SHORTENED STAY

In the event of a shortened stay at the hotel and the announcement thereof within a period shorter than 7 days, the hotel reserves the right to charge for damages as follows:

- The price of the reserved service (bed and breakfast, half board, or full board) for three days of usage if the guest has reserved services for four days or more.
- Alternatively, the price of the reserved service (bed and breakfast, half board, or full board) for one day of usage if the guest has reserved services for up to three days.

The service provider has the right to remove individuals displaying suspicious or unacceptable behavior from the hotel premises. If it is assessed that the behavior and/or activities of guests or a group may jeopardize the smooth operation of the hotel as a whole, the safety of other guests and the hotel premises, the employees, or the image of the service provider, the service provider reserves the right to remove the guest or group from the hotel. In such a case, service users or guests are not entitled to compensation from the service provider.

In case damage caused by a hotel guest is identified, the hotel has the right to charge for the damage according to the breakage price, or based on an established report for specific cases not defined in the damage price list.