



M A P L E & P I N E

B L E D

GENERAL TERMS

Reservation, prices, cancellation, and stay

The customer can make a reservation as follows:

- Via email on info@maplenpine.com
- Via phone: +386 41 578 658
- Personal
- Via other communication channels (WhatsApp, Messenger, Viber, etc.)
- On website (transaction costs at the time of booking is not refundable in case of cancellation)
- Using booking channels (where the conditions stated on the web portal apply, and the customer also agrees with the general conditions of Maple & Pine Bled)

All prices are in euros and include VAT.

The reservation is considered confirmed after the written confirmation of the client and payment of 50% of the deposit of the entire reservation on the Maple & Pine Bled bank account or via credit card. The rest must be paid at least 7 days before your arrival.

A change of reservation or cancellation can be made by the customer:

- in the case of a reservation through online reservation portals: on the portal and under the conditions where the customer made the reservation
- in the case of another method of booking, in writing via e-mail info@maplenpine.com under the general conditions set out below

The following conditions apply to cases of cancellation:

- up to and including 10 days before arrival without cancellation fee
- up to and including 7 days before arrival, 50% of the total price

In case of early departure, the amount will be charged for the entire stay.

In case of non-arrival of the customer, it is charged according to the conditions of cancellation, i.e., 100% of the total price. The non-arrival is considered that the customer did not arrive by midnight on the day of arrival, and Maple & Pine Bled was not notified of the later arrival. In this case, the provider can immediately release the reservation and does not guarantee the availability of the apartment to the customer.

Payment can be made as follows: American Express, Apple Pay, Maestro, Mastercard, Google pay, VISA, V Pay, Diners Club, Discover, UnionPay, cash and pro forma invoice.

The basic service is renting an apartment for a maximum of 5 people (maximum 4 adults). In the apartments, it is possible to order breakfast delivery to the apartment, which the customer does and pays to the third provider according to the terms of the provider.

The price includes accommodation in a fully equipped apartment, bed linen, 2 towels per person, baby cot (on request), welcome basket, parking (1 car / apartment), use of internet and television. Upon registration, the tourist tax of the Municipality of Bled is additionally charged in accordance with the conditions of the Municipality of Bled.

Check-in is possible from 15:00 and check-out is until 11:00. Early arrival or later departure is possible by prior arrangement (arrival 1 day before arrival and departure 2 days before departure) and free of charge if our capacity allows.

Upon registration, customers must have a valid identity document (passport or identity card) and other documents required for registration in accordance with the terms of business in the Republic of Slovenia.

The client enters the apartment with the PIN code, which is obtained after booking the accommodation. Check-in and reception of guests is done afterward. The PIN code becomes valid at the time of arrival and becomes invalid at the time of departure.

Pets are not allowed. Smoking is strictly prohibited inside the apartments. Smoking is allowed in outdoor areas.

Responsibility

By registering in the apartment, the customer agrees that the provider in case of damage (damage to the object, alienation of objects, etc.) calculates the value of the damage (possibly subsequently), including potential loss of income due to damage.

Customers are provided with free parking and the provider does not accept responsibility for vehicle safety, damage to vehicles and / or for things in the vehicle.

The provider does not assume any responsibility for the customer's belongings.

Dispute resolution

The parties agree that in the event of a dispute, they will try to resolve it amicably, otherwise the Slovenian courts will have exclusive jurisdiction to resolve disputes. Slovenian law applies to all general conditions.