

Terms and Conditions

I. GENERAL PROVISIONS

1.1. These Terms and Conditions (hereinafter referred to as “TC”) regulate the process of booking services provided by the operator **APARTMÁNY TATRY, s.r.o.**, through the online system on the website www.apartmany-tatry.com, including its subpages and subdomains.

1.2. All matters not covered by these TC shall be governed by the **Accommodation Rules** published on the operator’s website.

1.3. The service provider and operator of this reservation system is:

APARTMÁNY TATRY s.r.o., Dlhé Hony 5268/9, 058 01 Poprad, Slovak Republic

Company ID: 51726335

VAT ID: SK2120787504

Phone: +421 903 603 162

Email: info@apartmany-tatry.com

1.4. These TC shall take effect on May 1, 2023.

II. SERVICE SELECTION AND RESERVATION

2.1. The operator undertakes to provide and ensure the services offered at the time of reservation.

2.2. Displayed rooms and capacities are subject to confirmation. Due to simultaneous bookings across different systems, availability may occasionally change after booking.

2.3. The client is entitled only to services that were ordered and fully paid for. Extra beds, meals, and additional services must be properly specified when booking.

2.4. The client is entitled to only those additional services that were properly reserved. The reservation confirmation serves as a binding proof.

III. GIFT VOUCHERS

3.1. A gift voucher can be used only once. It cannot be split.

3.2. The validity period is stated on the voucher. The last day of validity must coincide with the end date of the stay. After expiration, the voucher cannot be redeemed or refunded.

3.3. By purchasing a voucher, the client declares they are at least 18 years old and legally competent.

3.4. Any price difference must be paid via card or transfer at check-in.

3.5. Vouchers cannot be exchanged for cash. No refund is possible. If the voucher is lost or altered, a new one will not be issued.

3.6. All payment fees are covered by the client.

3.7. Payment is considered complete upon the funds being credited to the operator's account. Last-minute purchases (less than 7 days before use) are subject to availability.

3.8. The voucher does not include the local tax, which must be paid directly at the accommodation facility.

IV. PAYMENT TERMS

- 4.1. Payment methods: bank transfer, credit/debit card, or proforma invoice.
- 4.2. A 30% deposit is required to confirm the booking if paid by bank transfer.
- 4.3. For proforma payments, the invoice must be paid at least 7 working days before arrival.
- 4.4. Bank details:
Account holder: **APARTMÁNY TATRY s.r.o.**
Bank: Slovenská sporiteľňa, a.s.
IBAN: SK68 0900 0000 0051 4852 1032
SWIFT: GIBASKBX
- 4.5. If the deposit is not paid on time, the reservation will be cancelled.
- 4.6. Early check-in or late check-out is subject to a 20% or 100% surcharge respectively, depending on the time.

V. CANCELLATION AND REFUND

- 5.1. Cancellation must be communicated promptly via email, phone or mail with client's name, stay period, booking reference, email, and bank account.
- 5.2. Cancellation fees:
 - a) Less than 5 days before arrival – 30% of total price
 - b) During Christmas/Easter – Less than 14 days before arrival – 30%
- 5.3. Non-refundable rates require 100% prepayment with no refund.
- 5.4. Refunds (if applicable) are made via bank transfer or card refund minus transaction costs.

VI. CHECK-IN AND STAY

- 6.1. After payment, the reservation is confirmed by an official receipt.

VII. PERSONAL DATA PROTECTION

- 7.1. Personal data will be processed in accordance with Slovak law and used strictly for service provision.
- 7.2. By booking, the client consents to processing for marketing purposes. The client may withdraw consent at any time.

VIII. ALTERNATIVE DISPUTE RESOLUTION

- 8.1. If a consumer is not satisfied with complaint handling, they may request alternative dispute resolution (ADR) via:

- **Slovak Trade Inspection Authority (SOT):** ars@soi.sk, adr@soi.sk
- Or other registered ADR entities: <https://www.mhsr.sk/>
- Online dispute platform: <https://ec.europa.eu/consumers/odr>

Starý Smokovec, May 1, 2023