**General terms and conditions**

**INQUIRIES AND BOOKING**

Inquiries and bookings are accepted by e-mail, phone or in person. The guest acknowledges that he is familiar with **GENERAL TERMS AND CONDITIONS** and **HOUSE RULES**. Disobeying and not complying with the same may result in cancellation of accommodation.
Reservations are confirmed by paying the prepayment amount. Prepayment is deducted from the total sum. Without the paid prepayment the owner can rent the accommodation to another guest. The rest of the payment is paid upon arrival.

Customer bears the cost of the advance payment. Payments are paid with OUR method of payment (cost borne by the payer). If part of the cost is deducted from the deposit, it will be paid upon arrival.

**CHANGING THE RESERVATION**If possible, the owner will change the reservation on guest's request. If not possible, the customer is entitled to cancellation by the rules of **RESERVATION CANCELATION.**

**RESERVATION CANCELATION**

Guest can cancel the reservation at any time.

* In the event of cancellation 61 days or more prior to arrival prepayment will be returned to the guest. Cost of the transaction is covered by the guest.
* In the event of cancellation 60 days or less prior to arrival prepayment will not be returned.
* In the event of cancellation during the stay, guests have to pay for their time spent in the villa plus 30% of the rest of the reservation.

The owner has the right to cancel the reservation in case of force majeure or exceptional circumstances which cannot be predicted. The guest in the even tof such cancellation will be refunded their payments in full.

**IMPORTANT! - ARRIVAL WITH DELAY**

The guest is obliged to inform the owner in case of delays. If the guest does not arrive by midnight on the day of booking and doesn’t report delays reservation will be canceled and the owner will provide accommodation to another guest.

**OWNER'S OBLIGATIONS**

Owner agrees to provide the guest with accommodation arranged at an agreed time. Accommodation will match the description and the owner will remove any possible problem that may arise during the stay.

**GUEST’S OBLIGATIONS**

Guest agrees to abide by **HOUSE RULES** and treat the accommodation unit with care, be considerate to the owner and other guests. Otherwise, the owner has the right to cancel accommodation.

**NOTE**By paying the prepayment or the total sum for the reservation, the guest accepts these **CONDITIONS**.