



POLICY OF DAMAGES - MONS ZLATIBOR HOTEL & APARTMENTS

1. COMPENSATION IN CASE OF A NO-SHOW, CANCELLATION OR SHORTER STAY

- In case of cancellation or changing the reservation 7 days or more before the start of service, the provider has the right to charge 30% of the total price of the reservation.
- In the case of a no-show, cancelling the reservation is in less than 7 days before the use of services, or shortening the stay, hotel has the right to charge the entire booking amount.

2. COMPENSATION IN CASE OF GROUP CANCELLATION

Cancellations announced and confirmed by the group of service users must be submitted in writing. By Group we mean ten or more people staying in the hotel, using our services. Confirmed groups are the ones who agreed on the terms offered in writing or by paying in advance. Groups can cancel their stay under the following conditions:

- No compensation if group cancels at least 30 days in advance.
- If the group cancels 15-30 days before the start of service, hotel has the right to charge the service user 10% of the whole amount for the compensation of damages.
- If the group cancels 7-15 days before the start of service, hotel has the right to charge the service user 40% of the whole amount for the compensation of damages.
- If the group cancels 1-7 days before the start of service, hotel has the right to charge the service user 40% of the whole amount for the compensation of damages.
- If the group cancels 1-7 days before the start of service, hotel has the right to charge the service user 40% of the whole amount for the compensation of damages.
- In case of cancellation 24 hours and less before the scheduled time, hotel has the right to charge the service user 80% of the whole amount for the compensation of damages.

3. COMPENSATION IN OTHER CASES

The service provider has the right to refuse to serve people of suspected / unacceptable behavior.

If it is estimated that the behavior and / or the activities of the guests / groups threaten smooth operation of the whole building, the safety of other guests, as well as the facility and employees and the image of service provider, the service provider reserves the right to ask those guests to leave the hotel, and in this case the service users are not entitled to compensation from the service provider.

In the case of damage caused by the guest, the hotel has a right to charge that damage in accordance with the cost of the fracture or based on the log for specific cases.