

DAMAGE COMPENSATION POLICY – HOTEL & APARTMENTS MONS ZLATIBOR

1. DAMAGE COMPENSATION IN CASE OF NO-SHOW, RESERVATION CANCELLATION, OR SHORTENED STAY

- In the event of cancellation or modification of a reservation 7 days or more prior to the start of services, the service provider reserves the right to charge 30% of the total reservation price
- In the event of a no-show, cancellation less than 7 days prior to the start of services, or shortening of the stay, the service provider reserves the right to charge the full reservation amount.
- **Advance payments made for the reservation are non-refundable in case of cancellation.**

2. DAMAGE COMPENSATION IN CASE OF GROUP CANCELLATION

Cancellation of a notified and confirmed group by the service user must be submitted in writing. A group is defined as ten (10) or more persons staying and using services in an organized manner. A confirmed group is one for which the service user has agreed, in writing or by paying a deposit, to the offered terms.

The contracting parties agree that a service user may cancel notified and confirmed groups under the following conditions:

- Without compensation, if the group is cancelled at least 30 days in advance.
- If cancelled less than 30 days but more than 15 days prior to the start of services, the service provider reserves the right to charge 10% of the contracted value
- If cancelled less than 15 days but more than 7 days prior, the service provider reserves the right to charge 40% of the contracted value
- If cancelled less than 7 days but more than 24 hours prior, the service provider reserves the right to charge 50% of the contracted value
- If cancelled 24 hours or less prior to the scheduled date, the service provider reserves the right to charge 100% of the contracted value.
- **Advance payments made for the reservation are non-refundable in case of cancellation.**

3. DAMAGE COMPENSATION IN OTHER CASES

The service provider reserves the right to remove persons exhibiting suspicious or unacceptable behavior from the hotel.

If it is determined that the behavior and/or actions of guests or groups may endanger the normal operation of the property, the safety of other guests, the hotel or apartment premises, the staff, or the reputation of the service provider, the service provider reserves the right to remove the guest or group from the hotel. In such cases, guests have no right to claim compensation from the service provider..

In the event of property damage caused by a guest, the hotel reserves the right to charge compensation in accordance with the cost of the damage or based on an official report for specific cases not defined in the damage price list.