

## **Article 1**

### **Introductory Provisions**

- 1.1 The operator of **Hotel Björnson & Björnson TREE HOUSES Jasná**, located at Demänovská Dolina 77, 031 01 Demänovská Dolina, is the company **SLOV INN JASNÁ a. s.**, with its registered office at Demänovská Dolina 77, 031 01 Demänovská Dolina, Company ID: 36797146, registered in the Commercial Register of the District Court Žilina, Section: Sa, File No.: 10940/L.
- 1.2 The General Terms and Conditions (hereinafter referred to as “GTC”) apply to the use of the online booking system, payment and cancellation conditions carried out by the client through the website [www.bjornsonka.sk](http://www.bjornsonka.sk), as well as all other rights and obligations arising from the legal relationship established upon booking.
- 1.3 Clients are advised to familiarize themselves with the GTC prior to making a reservation and to proceed with the reservation only if they agree with them. The operator reserves the right to amend the GTC, with such changes taking effect on the date of their publication on the website [www.bjornsonka.sk](http://www.bjornsonka.sk). By confirming a reservation, the client fully agrees with the GTC.
- 1.4 By using the booking system, the client declares that they are capable of acquiring rights and assuming obligations in their own name.

## **Article 2**

### **Reservation**

- 2.1 When making a reservation, the client is able to search for currently available accommodation capacities at **Hotel Björnson & Björnson TREE HOUSES Jasná** based on their selected parameters (arrival date, departure date, room type, boarding, etc.).
- 2.2 The client is obliged to provide all required information when booking a stay.
- 2.3 Upon completing the reservation, the client will immediately receive a reservation confirmation sent to the email address they provided.

## **Article 3**

### **Payment Conditions**

- 3.1 The client is required to pay the deposit for the stay reserved through the online booking system in full at the time of the online reservation, either by credit / debit card or bank transfer. In the case of payment by credit / debit card, the client is required to provide the card number during the online reservation process. By confirming the reservation, the client consents to the full payment for the reserved stay in favor of the hotel operator and authorizes the hotel operator to process this payment. The deposit for the stay is immediately credited to the hotel operator’s bank account. The client is obliged to provide all required information when booking the stay.
- 3.2 The hotel operator’s procedures and actions are based on ethical principles and respect for the client’s privacy. The booking system employs state-of-the-art encryption systems for sensitive data and information, ensuring the full security of the data

provided by the client during payment.

- 3.3 The client authorizes the hotel operator to verify the provided credit / debit card information with the relevant bank or the company that issued the credit / debit card.

## Article 4

### Change or Cancellation of Reservation

- 4.1 Changes to the reservation or its cancellation made by the client can be requested in writing to the hotel address: **Hotel Björnson & Björnson TREE HOUSES Jasná**, Demänovská Dolina 77, 031 01 Demänovská Dolina, by phone at: +421 44 553 55 55, or by email at: [recepacia@bjornsonka.sk](mailto:recepacia@bjornsonka.sk).
- 4.2 If the client's request to change a reservation cannot be accommodated for any reason (e.g., capacity, operational reasons, etc.), the client is not entitled to compensation for damages. However, the operator is obliged to take all steps to accommodate the client's requests.
- 4.3 In the event of cancellation of a reservation or withdrawal from the contract by the client, the operator is entitled to a cancellation fee.

Cancellation Conditions	
up to 21 days before arrival	No cancellation fee
21–14 days before arrival	Cancellation fee of 50% of the total stay price
less than 14 days before arrival	Cancellation fee of 90% of the total stay price
early termination of the stay	100% of the total stay price (meals deducted)

- 4.4 If the client fails to arrive for the reserved stay, the operator is entitled to a cancellation fee of 100% of the price of the ordered and confirmed services.
- 4.5 In cases where the client withdraws from the contract, cancels the reservation, or fails to arrive due to extraordinary circumstances (e.g., death, illness, natural disaster, etc.), the client is obliged to promptly provide relevant proof. In such cases, the cancellation fee will be assessed individually.
- 4.6 Bank fees associated with refunding the stay price are borne by the client.

## Article 5

### Special Provisions

- 5.1 The client may request assistance with the reservation or clarification of any uncertainties from the operator's reservation department by phone at: +421 44 553 55 55 or by email at: [recepacia@bjornsonka.sk](mailto:recepacia@bjornsonka.sk).
- 5.2 Check-in is possible on the arrival day from 3:00 PM. Check-out is on the departure day by 10:00 AM.
- 5.3 For individual requests (e.g., early check-in, late check-out, bed type change, baby cot, or other additional services), the client has the right to contact the operator's reservation department by phone at: +421 44 553 55 55 or by email at: [recepacia@bjornsonka.sk](mailto:recepacia@bjornsonka.sk).
- 5.4 The operator reserves the right to assess special requests individually.
- 5.5 No substances of a dangerous nature (e.g., explosives and ammunition, corrosives,

poisons or toxic substances, infectious or radioactive materials) may be brought into the hotel.

- 5.6 Smoking is permitted only in designated hotel areas. Smoking is prohibited in all other hotel areas. In case of violation of this prohibition, the hotel is entitled to impose a fine of €500.00 on the client for each detected violation.

## **Article 6**

### **Accommodation Services – Individual Clients**

- 6.1 The hotel is obliged to provide the client with the reserved rooms from 3:00 PM on the agreed arrival day. The client is entitled to have the reserved room prepared before this time only if the operator expressly agreed to this when concluding the contract. The client is not entitled to a specific room unless specifically agreed upon with the hotel.
- 6.2 The client is obliged to vacate and leave the room by 10:00 AM on the agreed departure day unless otherwise agreed in advance. If the client vacates the room after this time, the hotel is entitled to charge a fee of €10.00 for each hour commenced.
- 6.3 The hotel is obliged to allow the client to store valuable items or items of high financial, social, or sentimental value in a secure location (hotel safe). If the client does not exercise this right, the hotel's liability for any loss, misuse, damage, theft, or other harm is limited.
- 6.4 The client's stay in the hotel is governed by the **Hotel Björnson & Björnson TREE HOUSES Jasná** Accommodation Regulations and the hotel's operational rules, which are binding for hotel guests.
- 6.5 Upon checking into the room, the client is obliged to immediately report any deficiencies, discrepancies, or concerns to the hotel reception.
- 6.6 The same applies if the client discovers any damage to the room or its inventory. If the hotel identifies damage to the room or its inventory after the client's stay, without the client reporting it to the reception, the client is obliged to fully compensate the hotel for the damage.
- 6.7 A client checking into the hotel before 7:00 AM is required to pay the full accommodation rate for the previous night. For a client requesting accommodation before 11:00 AM when the room was not rented the previous day, the hotel is entitled to charge 50% of the accommodation rate for the previous night.
- 6.8 If the client wishes to secure a guaranteed reservation, the hotel is entitled to require a deposit of 100 % of the total reservation price. The reservation is considered guaranteed by the hotel upon payment of the deposit (hereinafter also referred to as "guaranteed reservation").
- 6.9

## **Article 7**

### **Accommodation Services – Groups**

- 7.1 Unless otherwise stated in this article, the provisions of Article 6 of these GTC apply to the accommodation conditions for groups.

## **Article 8**

### **Events**

- 8.1 To ensure proper preparation of an event, the event organizer is obliged to notify the hotel of the final number of participants no later than 3 working days before the event's start date.
- 8.2 In case of changes to the scope of services provided by the hotel due to reasons on the client's side, the hotel will provide an increase in the scope of services according to its capabilities. However, the client has no legal entitlement to such an increase, and the hotel is obliged to address such requests with the care of a diligent businessperson.
- 8.3 In the event of deviations in the number of event participants (upward or downward), the hotel is entitled to revise and adjust the agreed price. The hotel is obliged to inform the client of this in a timely manner.
- 8.4 The event organizer and/or its contracting party are generally not entitled to supply the event with their own food or beverages unless expressly agreed in writing with the hotel. In such cases, the hotel is entitled to charge the organizer a service fee or corkage fee.
- 8.5 The event organizer and/or its contracting party are jointly and severally liable for payment for food and beverages consumed by event participants beyond the agreed price calculation.
- 8.6 The event organizer and/or its contracting party are jointly and severally liable for payment for services ordered by event participants beyond the agreed price calculation.
- 8.7 For events, the organizer and/or its contracting party are obliged to settle obligations toward copyright protection organizations in their own name, at their own responsibility, and at their own expense. The hotel bears no responsibility for any infringement of intellectual property rights.
- 8.8 The event organizer and/or its contracting party are obliged to inform the hotel without undue delay if the event is likely to disrupt public order or restrict or endanger the interests of the hotel or other clients. The hotel is entitled to take appropriate measures to prevent such a situation, and the client is obliged to accept them.
- 8.9 Any advertisements in print or electronic media, promotions, or announcements intended for the general public, particularly regarding political, religious, or commercial events, that suggest any connection to the hotel, could harm its reputation, or appear to exploit its goodwill require prior written consent from the hotel.
- 8.10 If the hotel procures technical, electronic, or other equipment from third parties at the request of the event organizer and/or its contracting party, it acts in the name, with full authorization, and on behalf of the event organizer and/or its contracting party.
- 8.11 The use of the event organizer's and/or its contracting party's own technical, electronic, or electrical equipment with the hotel's electrical or other wiring requires the hotel's consent. The hotel reserves the right to separately charge for devices and equipment that increase energy or operational costs beyond the usual level. If the use of such equipment causes malfunctions or damage to the hotel's technical or other facilities, the event organizer and/or its contracting party are jointly and severally liable for the costs of restoring them to their original condition. The hotel reserves the right to conduct inspections of such equipment and take preventive measures at its own expense through its employees or third parties, and the client is obliged to tolerate such measures.
- 8.12 The event organizer and/or its contracting party are fully responsible for the safety of the technical, electronic, or electrical equipment used.
- 8.13 Any decorative materials and items brought to the event by the event organizer and/or its contracting party must comply with legal fire safety requirements. The hotel is entitled to request a statement from the relevant public administration authorities in this

- regard. To prevent potential damage, the event organizer and/or its contracting party are obliged to agree on the installation and placement of items with the hotel in advance.
- 8.14 All decorative materials and items must be removed by the event organizer and/or its contracting party immediately after the event unless otherwise agreed. If this obligation is neglected, the hotel is entitled to charge rent for the duration the materials and items remain in the room, based on the current service price list. The hotel is also entitled to remove and store such items at the expense of the event organizer and/or its contracting party.

## **Article 9**

### **Miscellaneous**

- 9.1 Pets may be brought only with prior consent from the hotel and for an additional fee. Pets are not allowed in areas where food and beverages are served.
- 9.2 Lost and found items are forwarded only upon request. They are stored at the hotel for six months. After this period, items of apparent value are handed over to the local lost and found office.
- 9.3 The hotel accepts messages, mail, and goods shipments intended for guests. Shipments for hotel guests are sent upon the client's request and for a fee.

## **Article 10**

### **Final Provisions**

- 10.1 These GTC and the legal relationships arising from them are governed by the legal order of the Slovak Republic. If any provision of these GTC becomes invalid, ineffective, or unenforceable, such invalidity, ineffectiveness, or unenforceability does not affect the validity and effectiveness of the remaining provisions of these GTC.
- 10.2 The contracting parties undertake to resolve any disputes arising from the contractual relationship primarily through mutual agreement. If the client is not satisfied with the manner in which the hotel has handled their complaint or believes that the hotel has violated their rights, they may request remedy from the operator. If the operator responds to the request for remedy with a rejection or fails to respond within 30 days from the date of its submission, the consumer has the right, pursuant to Section 12 of Act No. 391/2015 Coll. on Alternative Resolution of Consumer Disputes and on Amendments to Certain Acts, to submit a proposal for the initiation of an alternative resolution of their dispute.
- 10.3 The competent entity for the alternative resolution of consumer disputes is the Slovak Trade Inspection ([www.soi.sk](http://www.soi.sk)) or another relevant authorized legal entity listed in the register of alternative dispute resolution entities maintained by the Ministry of Economy of the Slovak Republic, available at <https://www.mhsr.sk/obchod/ochrana-spotrebiteľa/alternatívne-riesenie-spotrebiteľských-sporov-1/zoznam-subjektov-alternatívneho-riesenia-spotrebiteľských-sporov-1>). The consumer has the right to choose which of the aforementioned alternative dispute resolution entities they will approach. Additionally, the consumer may use the online dispute resolution platform available at <https://ec.europa.eu/consumers/odr/> to submit a proposal for the alternative

resolution of their dispute. Information about fees for the proposal can be found on the website of the specific alternative dispute resolution entity.

- 10.4 Matters not regulated by these GTC or an individual service provision agreement shall be governed by the relevant provisions, in particular, of Act No. 40/1964 Coll., Act No. 108/2024 Coll., Act No. 18/2018 Coll., Act No. 22/2004 Coll., as well as Act No. 513/1991 Coll.
- 10.5 By confirming the reservation, the client expresses their consent to these GTC and undertakes to comply with them. The operator reserves the right to amend these GTC. The obligation to provide written notification of changes to the GTC is fulfilled by posting the amended GTC on the operator's website at [www.bjornsonka.sk](http://www.bjornsonka.sk).
- 10.6 These GTC take effect on 25 March 2025.

## **Hotel Björnson & Björnson TREE HOUSES Jasná**

### **Hotel Operator:**

SLOV INN JASNÁ a. s.

Demänovská Dolina 77

031 01 Demänovská Dolina

Company ID: 36797146

Tax ID: 2022414493

VAT ID: SK2022414493

Registered in the Commercial Register of the District Court Žilina,

Section: Sa, File No.: 10940/L