

ANNEX NO. 3: CANCELLATION POLICY

HOTEL & RESTAURANT ROZÁLKA

HOTEL ROZÁLKA***

These cancellation conditions are an integral part of the General Terms and Conditions of the Rozálka Health Area Pezinok and are binding for all clients when booking hotel or restaurant services.

HOTEL ROZÁLKA ***

1. FLEXIBLE (REFUNDABLE) RESERVATION

- Reservations can be canceled free of charge no later than 48 hours before the scheduled arrival.
- In case of cancellation after this deadline or in case of no-show, a 100% cancellation fee will be charged.

2. NON-REFUNDABLE RESERVATION

- The reservation is immediately binding and non-refundable.
- In case of cancellation or no-show, no refund will be provided.

3. PROFORMA INVOICES FOR DIRECT RESERVATIONS

For hotel service reservations made through the reception (by phone or email), where the total amount exceeds €500, Hotel Rozálka reserves the right to issue a proforma invoice. The reservation becomes binding upon payment of the proforma invoice.

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RESTAURANT ROZÁLKA

ADVANCE PAYMENT AND CANCELLATION CONDITIONS FOR EVENTS AND GROUP RESERVATIONS:

- The restaurant reserves the right to request an advance payment of up to 100% of the price of the ordered services.
- The reservation becomes binding only after the advance payment has been received in the hotel's account.

CANCELLATION CONDITIONS:

- Cancellation 1–2 days before the event date (inclusive): 100% cancellation fee
- Cancellation 3–7 days before the event date (inclusive): 80% cancellation fee
- Cancellation 8–15 days before the event date (inclusive): 30% cancellation fee
- Cancellation more than 15 days before the event date: no cancellation fee

A cancellation is considered valid if made by email or other written form that can be verifiably documented.

In case of cancellation of a refundable reservation, the refund will be paid by bank transfer within 14 days from the hotel's confirmation of the cancellation.

No refunds are possible for children's tickets.

Legal relations are governed by the legal system of the Slovak Republic. Any disputes will be resolved by the competent court of the Slovak Republic.

THIS ANNEX IS AN INTEGRAL PART OF THE GENERAL TERMS AND CONDITIONS OF AREÁL ZDRAVIA ROZÁLKA.