

## PAYMENT TERMS, CANCELATION POLICY AND RESERVATION CHANGE TERMS

### PAYMENT TERMS :

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- After confirmation of an individual reservation, it is necessary to make an advance payment of 30% of the total reservation price when booking (5 days from issuing an invoice) and the remaining 70% for at least 7 days prior to arrival, or providing us with means of guaranteeing payment;
- For group reservations deposit of at least 30% of the total reservation price is necessary, and the rest of the amount at least 7 days before the arranged date of arrival; a group is considered to comprise at least 10 guests who are accommodated together in the hotel;
- Prices are quoted in euros, while the calculation and payments are made in dinars at official average rate of the National Bank of Serbia, valid on the day of payment;
- The price is guaranteed for the full payment of the entire amount, otherwise only the amount of advanced payment is guaranteed while the rest can be changed;
- In the event of changes in the monetary market Apart & Spa Zoned reserves the right to correct the prices;

#### Payment in the country:

- The current bank account of Apart & Spa Zoned;
- Credit Card at the reception desk (Visa, Maestro, Master, Dina);
- Cash at the reception

#### Payment from abroad:

- Payments to foreign Apart & Spa Zoned bank account. Banking expenses are borne by the payer, otherwise the bank charges will be billed at the reception desk in dinars equivalent at the middle exchange rate for cash on the date of payment;
- Credit Card at the reception desk (Visa, Maestro, Master);
- The possibility of advance payments through POS terminals without the presence of the card, with all necessary instructions from the Apart&Spa Zoned (Guaranty form, personal documents, card details)

NEW: Payment at 6, 9 or 12 monthly installments for users of credit cards issued by Komercijalna Banka Serbia.

## CANCELATION POLICY AND RESERVATION CHANGE TERMS

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- If the Guest does not show up, and the reservation is not cancelled according to the cancellation policy, Apart&Spa Zoned is entitled to compensation of damages in the amount of costs of cancelled or non-performed services;
- If the Guest leaves before the agreed date of departure, there will be no refund for the unused part of the arrangement;
- Cancellation of individual reservations has to be made at least 10 days prior to the date of using the services: up to 10 days – free of charge, 9 to 5 days – 30%, 4 to 2 days – 60%, 1 to 0 days – 80%;
- Cancellation of group reservations has to be made at least 20 days prior to the date of using the services: up to 20 days – free of charge, 20 to 14 days – 30%, 14 to 7 days – 60%, 7 to 0 days – 80%;
- Cancellation or change of the date of reservations has to be sent by the e-mail: [reservations@zonedkopaonik.com](mailto:reservations@zonedkopaonik.com);

Unfavourable weather conditions as the reason for the cancellations, as well as premature departure from hotel will not be considered as a valid reason.

### Cancellation Conditions in case of Covid 19

In case of Covid 19 outbreak our facility will follow all the safety measures proposed by the government of Serbia.

In case of new circumstances due to Covid 19 ( e.g. closing the borders or travelling restrictions set by the government of Serbia or a country from which the Guest is coming, as well as due to Coronavirus disease) the following measures will be taken:

- Single reservations will be able to be cancelled at least 10 days prior to the date of using the services: up to 10 days – free of charge, from 10 to 3 days possible change of the date according to the availability, from 3 to 0 days 80% of the total amount of the reservation will be charged unless a person brings a proof that he/she or a family member has coronavirus. In that case the reservation date will be changed or the advance payment will be refunded.
- Cancellation deadline of accommodation or services for a group will be at least 20 days prior to the date of using the services: up to 20 days– free of charge, from 20 to 5 days there is a possibility to change the date of stay according to the availability until 10th April 2022, from 5 to 0 days 80% of the total amount of the reservation will be charged unless a country from which the guest is coming or our country, Serbia, makes a decision to close the borders 5 days before the travelling date. In that case a change of the date will be possible.
- Cancellation or change of the date of reservations has to be sent by the e-mail: [reservations@zonedkopaonik.com](mailto:reservations@zonedkopaonik.com);

The conditions mentioned above are valid only in written form. If there is no coronavirus outbreak in our country or the country that the Guest is coming from, those conditions will not be valid. In case the Guest has coronavirus just before the arrival (group or individual reservations) he or she must submit medical documentation so that Apart&Spa Zoned would be able to change the reservation date or refund money. If the person does not submit it, the cancellation will be done according to standard cancellation policy.

These terms are valid for all the offers.

Apart&Spa Zoned Management