

TERMS AND CONDITIONS

Thank you for booking accommodation in Studio na Stolbi! By making a reservation, you confirm that you agree to our general terms and conditions, so please read them.

RESERVATIONS

Individual reservations are all reservations made in person, by e-mail, by phone, on the official website of the Public Institution Ljubljanski grad and on the online reservation platforms such as Booking.com, etc. Prices for individual reservations are specified in the valid price list for the current year, which is published in Studio na Stolbi. When submitting the reservation the holder of the reservation undertakes to provide us with an active e-mail address and telephone number, for the purposes of notification and verification in connection with the reservation. If the user cannot be reached by phone or e-mail address, or if he provides us with an incorrect e-mail address or phone number, we reserve the right to cancel the reservation.

REGISTRATION AND PAYMENT

Upon confirmation, the reservation must be secured with an advance payment equal to 30% of the total rental value. The rest of the accommodation amount is paid 7 days before arrival, you will receive the invoice by e-mail upon departure. You must provide a valid identity document (passport or ID card) when booking.

CHECK-IN/OUT

The studio is available on the day of arrival from 2 p.m. We hold the reserved room for the guest until 24.00. In case of later arrival, the guest is obliged to inform the accommodation in advance, no later than 24.00 on the day of arrival. Please leave the studio by 11 a.m. on the day of departure. Late check-out is only possible by prior agreement.

MINIMUM STAY

In all months (except high season) the minimum number of nights is at least two (2) nights. During the main season (July and August), the minimum stay is three (3) nights.

CANCELLATION POLICY

The guest has the right to cancel or change the reservation free of charge up to 7 days before arrival. The guest is obliged to notify all possible changes in advance by phone or e-mail. In the event that the guest cancels the reservation less than 7 days before arrival or the guest doesn't show up, the following cancellation conditions apply:

up to 7 days before arrival	cancellation is free
7 or less days before arrival	70% of the total price of reservation
non-show	100% of the total price of reservation

DAMAGE CAUSED

During your stay, we ask you to take care of yourself and the things around you. You are responsible for any injury or damage caused. We do not charge for minor damage, but in any case we ask you to inform us if it has occurred. In case of intentional or negligent damage and non-observance of the house rules, the accommodation reserves the right to charge a fine to the violator.



RESPONSIBILITY

The accommodation accepts no responsibility for any damage, loss or injury to you or any member of your party, vehicle or property, unless it is shown to have been caused by the negligence of our staff or contractors.

PRIVACY POLICY

All data obtained during the reservation process will be stored in our system only and solely for the purposes of your reservation and reporting to the police (Ajpes), which is mandatory by law, and will not be used for marketing, nor will we share it with any third party.