

## **GENERAL TERMS AND CONDITIONS**

### **J+Z Bystrinaresort, s.r.o.**

Address: Demänovská dolina 23, 031 01, Liptovský Mikuláš

Company ID (IČO): 54 874 220

VAT ID (IČ DPH): SK2121814981

Website: [www.bystrinaresort.sk](http://www.bystrinaresort.sk)

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### **1. Introductory Provisions**

These General Terms and Conditions (hereinafter referred to as “GTC”) govern the rights and obligations between the accommodation service provider – J+Z Bystrinaresort, s.r.o. (hereinafter referred to as the “Provider”) and natural or legal persons who book accommodation or additional services (hereinafter referred to as the “Guest”).

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### **2. Reservation and Accommodation**

- Accommodation can be booked online, by phone, by email, or in person.
  - Upon confirmation of the reservation, a contractual relationship between the Guest and the Provider is established.
  - The Guest undertakes to pay the agreed price for the accommodation and any services used according to the current price list.
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### **3. Check-in and Check-out**

- Check-in: from 2:00 p.m.
  - Check-out: by 10:00 a.m. on the day of departure.
  - In case of a late check-out, the Provider reserves the right to charge a fee according to the current price list.
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### **4. Wellness Center**

- The wellness center is available exclusively to persons aged 15 and over.
  - The operating rules of the wellness center are available at the reception, in the locker room areas, or on the website [www.bystrinaresort.sk](http://www.bystrinaresort.sk).
  - Visitors are required to follow the operating rules, hygiene, and safety regulations.
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### **5. Pets**

- Accommodation with pets is not allowed.

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## 6. Smoking Policy

- Smoking is strictly prohibited in all indoor areas of the accommodation facility, including guest rooms.
- In case of violation of the no-smoking policy in the room, the Guest will be charged a contractual penalty of €50.
- Smoking is permitted only in designated smoking areas or on the room balconies. Guests are required to observe safety and cleanliness rules at all times.

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## 7. Safe

- A safe is available to guests free of charge at the reception.
- The Provider recommends storing valuables in the safe. The Provider is not liable for items left outside the safe.

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## 8. Parking

- Free parking is provided in front of the hotel.
- The number of parking spaces is limited; reservations for parking are not possible.
- The Provider is not responsible for any damage to vehicles or theft of items from vehicles left in the parking lot.

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## 9. Liability and Damages

- The Guest is responsible for any damage caused to the Provider's property during their stay.
- In the event of damage, the Guest is obliged to report the incident immediately and to cover the resulting costs.

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## 10. Cancellation Policy

- Reservation cancellations must be made in writing or by email.
- Cancellation policies are listed on this page: <https://bystrinaresort.sk/en/cancellation-terms/>

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## 11. Personal Data Protection

- Guests' personal data is processed in accordance with applicable legal regulations (GDPR).
  - Detailed information about data processing is available upon request at the reception or on the Provider's website.
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## **12. Final Provisions**

- The Provider reserves the right to amend or supplement these GTC at any time.
- The current version of the GTC is available at the reception and on the website [www.bystrinaresort.sk](http://www.bystrinaresort.sk).
- Any matters not governed by these GTC shall be subject to the applicable laws of the Slovak Republic.

**Effective date: 01.11.2022**