

# Hotel Jama – General Terms and Conditions

## **Check-in and Check-out Times**

Check-in is from 14:00 on the day of arrival.

Check-out is before 10:00 on the day of departure.

## **Cancellation Policy**

In the event of a cancellation of a reservation made on the website <https://www.postojnska-jama.eu>, the following cancellation terms apply: a reservation can be cancelled without a cancellation fee up to 48 hours before the date of arrival. For reservations cancelled from 48 to 24 hours before arrival, a cancellation fee in the amount of the price for one night will be charged. In the event of a no-show, a cancellation fee of 100% of the total amount will be charged.

## **Credit Card Guarantee Terms and Conditions**

Payment for the total amount is made at the reception. A credit card is required as a guarantee for your reservation. Your credit card will be charged in accordance with the cancellation policy.

## **Smoking and Cleanliness**

No smoking is allowed in Hotel Jama. In the event of smoking, you will be charged the cost of deep cleaning in the amount of € 200. We do our best to make sure our guests are provided with clean rooms. In the event of considerable stains or damage to the hotel's property, you agree to a cleaning fee of a minimum of € 50.

## **Parking Facilities**

Parking in the hotel's car park is at the vehicle owners' own risk – the hotel accepts no responsibility for any damage that may be caused. Hotel guests can use our car park free of charge.

## **Pets**

Pets are welcome – a pet surcharge in the amount of € 20 per stay is charged.

## **Prices**

All prices are inclusive of VAT. The tourist tax in the amount of € 1.27 per person per day is not included in the price.

A hearty buffet-style breakfast is available at an extra charge of € 12 per person per day to be paid at the reception.

For further information, please email [hotel.jama@postojnska-jama.eu](mailto:hotel.jama@postojnska-jama.eu).

We wish you a pleasant stay.