

Seller or Provider:

ŠOBEC, d.o.o.
Šobčeva cesta 25
4248 Lesce
Phone: 04 53 53 700
camping@sobec.si
www.sobec.si

Basic information:

Registration No.: 5644313000
VAT ID: SI13694472
Current account: SI56 0700 0000 0030 548, opened with Gorenjska banka

SWIFT - BIC: GORES12X

VAT payers: YES

General terms of use of the website (Šobec d.o.o.)**1. General provisions**

The seller or service provider, Camping Šobec, and the entities and persons carrying out the activity in the camping (hereinafter Šobec d.o.o.) will try to ensure the accuracy and up-to-dateness of the data on its website with the necessary care in designing the website, but does not assume any responsibility for their accuracy and completeness. All website users use all published content at their own risk. Neither Šobec d.o.o. nor any other legal or natural person who participated in the creation and production of this website is responsible for any damage arising from access, use or inability to use the information on this website or for any errors or omissions in their content.

In these general terms of use, all users of the website of the company Šobec d.o.o. and visitors to the Camping Šobec are treated as Guests.

All information and images contained on the Šobec d.o.o. website are subject to copyright or other forms of intellectual property protection within the legally permitted framework. The documents published on this website may only be reproduced for non-commercial purposes, provided that all copyright or other notices are stated and may not be copied, reproduced or otherwise distributed for commercial purposes. Trademarks and service marks appearing on these pages are registered trademarks of Šobec d.o.o. or the said company has the right to use them.

Šobec d.o.o. reserves the right to change the content of these websites at any time, in any way and for any reason without prior notice. In doing so, it assumes no responsibility for any consequences of such changes.

The general terms of purchase or online reservations have the character of a contract.

In the case of online reservations, it is considered that the Guest has read these General Terms of Use and agrees with them.

2. Protection of privacy and use of personal data

Šobec d.o.o. will protect all obtained data on Guests in accordance with the applicable Slovenian and European legislation.

3. Reservation of the capacities

Šobec d.o.o. offers on its website the possibility of direct reservation whereby the Guest enters their credit card information as a guarantee.

To confirm the reservation of a **PITCH**, no advance payment is required. In case of non-arrival or cancellation of the reservation, Šobec d.o.o. will charge the credit card for the amount in accordance with the conditions of cancellation and the general terms of use, informing the Guest to the e-mail address provided.

To confirm the reservation of a **BUNGALOW** or **APARTMENT**, an advance payment of 20% of the total service

(accommodation unit costs) is required. Within 5 days from the submitted reservation, Šobec d.o.o. will **CHARGE** the Guest's credit card for this amount. After the transaction is completed, an official reservation confirmation will be sent to the Guest's e-mail address provided, together with a confirmation of the completed transaction. The advance payment will be deducted from the final amount upon check-out or payment for the service.

4. Online purchase or reservation process

The following technical steps are available to the Guest in the purchase process:

- The Guest chooses the accommodation.
- The Guest chooses the number of persons and pitches or units
- The Guest chooses the type of units or pitches and price list or package.
- The Guest enters the required personal data, credit card information and reviews the selected reservation.

After the reservation or purchase, the Guest receives a message about the reservation to their e-mail address. The Guest receives the invoice after the service has been completed, at the reception of the camping.

Depending on the method of entering the reservation system, the Guest can enter in various steps, in which, depending on the permissions for the use of cookies, certain reservation criteria are already pre-selected.

5. Technical steps leading to the conclusion of the contract

Step 1: Select an accommodation

The Guest chooses the accommodation on the website.

Step 2: Select the date of arrival and departure

In the second step, the Guest selects the desired arrival and departure dates, depending on availability.

Step 3: Select the number of people and units

In this step, the Guest selects the number of adults and children and the number of units through the online reservation system. In the event that the number of adults or children does not correspond to the capacity of the accommodation, the system warns the Guest of the necessary configuration change.

Step 4: Selecting the accommodation type and price list or package

In this step, the Guest selects the appropriate accommodation type and the price list or package. Under the label "I", they can check the conditions of the selected price list or package. The system displays the final price with VAT already included, which is for information purposes only. The final invoice depends on the actual information and services found upon check-out at the reception.

Step 5: Enter the Guest's personal information and review the selected reservation

In the fifth step, the Guest is able to see a brief overview of the selected reservation, enters their name and surname, address, e-mail address and credit card information. In this step, the Guest is also acquainted with the terms and conditions of business and privacy. To make a purchase, the Guest must indicate that they agree with these conditions, and click on "complete reservation" to complete the purchase process.

Step 5b: Enter credit card information to guarantee the reservation

RESERVATION - PITCHES

- A valid credit card is required to guarantee the reservation.
- Upon confirmation of the reservation, we accept the following cards: Visa, Diners and MasterCard.
- The credit card serves as a guarantee of the Guest's arrival. In case of non-arrival or cancellation of the reservation, we will charge the Guest's credit card for the amount in accordance with the conditions of cancellation, about which the Guest will be informed to their e-mail address.
- After completing the last step in our online booking system, the Guest will receive an automatic reservation confirmation to their e-mail address along with the instructions for possible further proceedings. We kindly ask the Guest to also check Spam in their inbox. If the Guest does not receive the confirmation by e-mail, they can check

the status of their reservation with the camping reservation service by calling +386 4 53 53 705 or sending an e-mail to camping@sobec.si.

- In case of problems with entering the credit card information, the Guest contacts the reservation service of the camping with information about the desired date and type of stay at the e-mail address camping@sobec.si, where the guest is provided with further information about the reservation process. Reservation without confirmation by credit card; In case of problems with entering the credit card information or due to reservations on the Guest's part, it is also possible to transfer an advanced payment to our current account. In this case, contact the camping reservation service at the following e-mail address: camping@sobec.si, where they will provide you with further information on the transfer process. In the selected option, the Guest will receive a reservation confirmation after we receive the transfer to our current account.

RESERVATION – BUNGALOW OR APARTMENT

- A valid credit card is required to guarantee your reservation.
- Upon confirmation of the reservation, we accept the following cards: Visa, Diners and MasterCard.
- To confirm the reservation of a **BUNGALOW** or **APARTMENT**, the Guest's credit card will be **CHARGED** within 5 days in the amount of 20% of the total service.
- In the event that we are unable to charge the credit card for this amount, the Guest's reservation will not be processed/confirmed.
- After completing the last step in our online booking system, the Guest will receive an automatic reservation confirmation to their e-mail address along with the instructions for possible further proceedings. We kindly ask the Guest to also check Spam in their inbox. If the Guest does not receive the confirmation by e-mail, they can check the status of their reservation with the camping reservation service by calling +386 4 53 53 705 or sending an e-mail to camping@sobec.si.
- In case of problems with entering the credit card information or due to reservations on the Guest's part, it is also possible to transfer an advance payment to our current account. In this case, contact the camping reservation service with information about the desired date and type of stay to the e-mail address: camping@sobec.si where they will provide you with further information on the booking process. In the selected option, the Guest will receive a booking confirmation after we receive the transfer to our current account.

Step 6: Complete the purchase

After entering the payment card information, the system sends an automatic confirmation of the reservation to the Guest to the e-mail address provided. The reservation for the Bungalow or Apartment is confirmed only after the transaction as described in step 5b.

6. Technological means that enable the identification and correction of errors before placing an order

Before submitting the reservation, the Guest is enabled via the graphical user interface, with immediate effect, easily and without problems:

- to see and review the services they want to purchase;
- to see and review the price of an individual service and the total price of the entire selected service according to the selected number of persons, accommodation and package or price list;
- to change the selected number of persons, number and/or type of rooms/pitches, package or price list and calculate the new price of the changed selection;
- to change the selected payment method (where this option is available).

With the final confirmation, the Guest submits their order to the company Šobec d.o.o. The system automatically sends an order confirmation to the Guest's e-mail address.

In case of incomplete or incorrect entry of their e-mail address, the Guest will not receive the confirmation. In this case, the Guest should check the validity of the reservation at the reservation service of the camp by calling +386 4 53 53 705 or by sending an e-mail to camping@sobec.si.

7. Order

The submitted reservation is stored in electronic form on the server of the Information System. The Guest automatically receives a message to the provided e-mail address with the content of the reservation or confirmation of debiting their credit card for the advance payment when booking the Bungalow or Apartment with Šobec d.o.o. It is recommended that the Guest shows the received content upon check-in on the day of arrival.

8. Prices, descriptions of packages and services

All prices are in EUR, include VAT and are valid at the time of order confirmation. Šobec d.o.o. reserves the right to make changes in prices, written text and content descriptions without prior notice. All services are charged at the prices valid on the day of using the services. The images are symbolic in nature and do not always fully reflect the actual situation.

9. Special Conditions

Upon arrival, it is necessary to register all guests and pets who will be staying in the camping (regardless of the age of the guest). If they do not follow the written above, we reserve the right to charge the Guest a higher price for the service or deny them their stay.

When booking bungalows and apartments, it is necessary to indicate the number of all persons who will stay in the room, regardless of age, otherwise Šobec d.o.o. reserves the right to change the conditions and the price of accommodation.

Guests are provided with a camping space they can use upon check-in. In case of non-observance of the allocated camping place, Šobec d.o.o. may request a surcharge or a move to the assigned place from the Guest.

The Guest can only book the accommodation zone, and the specific number of the pitch - camping place is determined by Šobec d.o.o. The Guest receives information about the specific camping place upon arrival. Šobec d.o.o. will strive to find a suitable pitch that will still be available at the desired booking date, depending on the Guest's preferences, which they can write when making the reservation. Šobec d.o.o. reserves the right to change the pitch number at any time until the date of arrival of the Guest. If during the estimated time of the Guest's arrival on the reserved pitch, the desired accommodation zone will not be available (for example, that this part of the camping is closed, damaged, or maintenance work is underway), Šobec d.o.o. offers the guest the most similar type of accommodation available.

10. Reservation Cancellation

The Guest has the right to cancel the reservation. In the event that the Guest cancels the arrangement, the company Šobec d.o.o. has the right to reimbursement of costs due to cancellation in accordance with the notice periods. The conditions of cancellation and reimbursement of costs are defined and available to the Guest on the Šobec d.o.o. website.

10.1 Conditions of cancellation for pitches:

- If the reservation is cancelled more than 60 days before the date of arrival there is no charge for the cancellation.
- If the reservation is cancelled 31-59 days before the date of arrival, Šobec d.o.o. will charge the Guest's credit card in the amount of 20% of the total reservation service.
- If the reservation is cancelled 8-30 days before the date of arrival, Šobec d.o.o. will charge the Guest's credit card in the amount of 50% of the total reservation service.
- In case of non-arrival or cancellation less than 7 days before arrival, Šobec d.o.o. will charge the Guest's credit card in the amount of 80% of the total reservation service.
- In cases of documented force majeure due to which the Guest cancels the reservation or withdraws from the reservation contract, Šobec, d.o.o. provides free cancellation of the reservation if the Guest no later than one day prior to the start of the stay is subject to circumstances that prevent them from using the services they have paid for on the basis of their contract/reservation. Force majeure must be documented by valid official documents and in such a way that it could not have been foreseen or avoided before the conclusion of the contract. In such case, Šobec d.o.o. will charge the Guest only the administrative costs of the reservation in accordance with the applicable price list (reservation cost).

10.2 Conditions of cancellation for bungalows or apartments:

- If the reservation is cancelled more than 60 days before the date of arrival, Šobec d.o.o. will refund the Guest with the full amount of their advanced payment (free cancellation).
- If the reservation is cancelled 31-59 days before the date of arrival, Šobec d.o.o. will withhold the full amount of the advanced payment.
- If the reservation is cancelled 8-30 days before the date of arrival, Šobec d.o.o. will charge the Guest's credit card in the amount of 50% of the total reservation service, reduced by the amount of their advanced payment.
- In case the Guest does not arrive despite the reservation or the reservation is not cancelled at least 7 days before arrival, Šobec d.o.o. will charge the Guest's credit card in the amount of 80% of the total reservation service, reduced by the amount of their advance payment.
- In cases of documented force majeure due to which the Guest cancels the reservation or withdraws from the reservation contract, Šobec, d.o.o. provides free cancellation of the reservation if the Guest no later than one day prior to the start of the stay is subject to circumstances that prevent them from using the services they have paid for on the basis of their contract/reservation. Force majeure must be documented by valid official documents and in such a way that it could not have been foreseen or avoided before the conclusion of the contract. In such case, Šobec d.o.o. will charge the Guest only the administrative costs of the reservation in accordance with the applicable price list (reservation cost).

11. Reservation cancellation due to force majeure:

The Guest can claim the mentioned cancellation in the following circumstances:

- Death, accident or unexpected deterioration in health that prevents the Guest from travelling. A medical certificate or death certificate must be submitted upon claiming. The medical certificate must be issued before the start date of the trip. The medical certificate must contain an indication that the Guest is incapable of travelling or that travel is not recommended for medical reasons.
- Death of relatives (spouse, cohabiting partner, parents, father-in-law, mother-in-law, children, son-in-law, daughter-in-law, brother, sister, grandson, granddaughter, grandparents), which prevents the Guest from traveling. A death certificate is required for claiming.
- Accidents or unexpected deterioration in the health of the Guest's close relatives (spouse, cohabiting partner, parents, children, brother or sister), which prevents the Guest from traveling due to necessary care or hospitalization. A medical certificate must be submitted upon claiming. The medical certificate must be issued before the start date of the trip.
- Mobilization of civil protection and invitations by judicial and administrative authorities, where the presence of the Guest is mandatory. Upon claiming, it is necessary to submit an official invitation from a judicial or administrative authority or the competent civil protection authority.
- Epidemic declared in the country of residence and/or the country of destination, as well as in transit countries, which would prevent the Guest from arriving at the destination. Upon claiming, only the official declaration of an epidemic issued by the competent authorities of each country is valid. This condition must be met no later than one day before departure for the selected destination.
- The inclusion of the Republic of Slovenia or the transit country (which would prevent the Guest from arriving at the destination) on the so-called red list of countries - countries with a worsened epidemiological picture, by a competent authority or government institutions of the Republic of Slovenia, which would mean mandatory quarantine for the Guest upon returning to Slovenia or their country of residence. This condition must be met no later than one day before departure for the selected destination.
- Mandatory quarantine of the Guest issued by the competent authority, which prevents the Guest from travelling. The quarantine date, as stated in the official decision, must be valid during the Guest's travel time. This condition must be met no later than one day before departure for the selected destination.
- Natural disasters at the place of residence that make it impossible for the Guest to travel. A natural disaster is any natural or other disaster where the human factor is excluded as the cause (drought, hail, fire, flood, etc.) and where the life, health and property of the Guest and/or their family are endangered or affected. Upon claiming, an official document from the relevant state office must be submitted.

The Guest has the right to cancel the reservation due to force majeure and thus to get a refund for the funds paid only and exclusively in the event that the contract/reservation is cancelled no later than **one day** before the expected beginning of the stay in the camping, stated in the reservation. The Guest must cancel the reservation in writing via e-mail at camping@sobec.si or in person at the Šobec d.o.o. business premises. The reservation must be cancelled no later than one day before the beginning of the stay no later than 15:00.

If the Guest does not cancel the reservation in writing by the day set as the beginning of the stay in the camping in accordance with the reservation, they have no right to claim a refund of the funds paid. Force majeure must be documented by valid official documents and in such a way that it could not have been foreseen or avoided before the conclusion of the contract.

Regardless of the fact that the Guest has successfully cancelled their reservation, Šobec, d.o.o. has the right to reimbursement of administrative reservation costs in accordance with the applicable price list (reservation cost).

Šobec d.o.o. will refund to the Guest the amount of any advance payment, reduced by the amount of administrative reservation costs in accordance with the valid price list (reservation cost), within 31 days.

In the event of a change of arrangement at the Guest's own request, without any reasons on the part of Šobec d.o.o. and without improperly performed services, the Guest has no right to claim any compensation or price reduction. The cancellation must be sent by the Guest in writing or by e-mail to camping@sobec.si or to the reservation service of Šobec d.o.o., Šobčeva cesta 25, 4248 Lesce, Slovenia.

12. Early departure:

In case of the Guest's early departure from the accommodation, Šobec, d.o.o. reserves the right to charge the full amount of the reservation service.

13. Other provisions

Šobec d.o.o. may refuse to fulfill the obligations under the reservation if it finds that for any reason it has not received the expected payment.

14. Final provisions

General terms of purchase or online reservations have the character of a contract. With the purchase or the reservation, the Guest confirms that they have been informed of these general provisions and that they agree with them. Paid funds cannot be returned in cash. All prices from the offer of Šobec d.o.o. already include value added tax.

Any disputes between the parties arising out of or in any connection with the reservation shall be settled amicably. Otherwise, the dispute will be resolved by the competent court according to the registered office of Šobec d.o.o.

In case of suspicion that the Guest could violate the written house rules, Šobec d.o.o. has the right to refuse the stay of the Guest.

15. Cookies

When booking or purchasing services in accordance with the Guest's permits, Šobec d.o.o. also collects information about the Guest's use of the website of Šobec d.o.o. with cookies and similar technologies. More information on how we use these technologies is available in the Cookie Policy.

16. General Terms of Use validity

General Terms of Use under internal no. 1-2021 are valid from 01.10.2022 onwards.

17. Contact

Šobec, d.o.o. , Šobčeva cesta 25, 4248 Lesce

Phone: +386 (0)4 53 53 700

E-mail address: camping@sobec.si