

GENERAL TERMS AND CONDITIONS OF CAMPING ŠOBEC

The seller or Tenderer:

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: GORES2X

VAT payers: YES

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

Legal provisions

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 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.

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The company 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.

Protection of privacy and use of personal data

The company Šobec d.o.o. will protect all obtained data on website visitors in accordance with the applicable Slovenian and European legislation.

Reservation of the capacities

To confirm the reservation of the **PITCH** no advance payment is required. Your credit card serves as a guarantee of your arrival. In case of non-arrival or cancellation of the reservation, we will charge your credit card for the amount in accordance with the conditions of cancellation or the general conditions of the camp, about which you will also be informed to your e-mail address.

To confirm the reservation of the **BUNGALOW** or **APARTMENT** your credit card will be **CHARGED** within 5 days in the amount of 20% of the total service. After the transaction, we will send an official reservation confirmation to your e-mail address, along with a confirmation of the transaction. The prepayment will be deducted from the final amount upon check-out. In the event that we are unable to charge your credit card for this amount, your reservation will not be processed/confirmed.

In the case of online reservations, it is considered that the user or the customer has read these General Terms and Conditions and agrees with them.

The purchase process or online reservations

The following technical steps are available to the user (buyer) in the purchase process:

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

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

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

Technical steps leading to the conclusion of the contract

Step 1: Select an accommodation

The user or the customer chooses the accommodation on the website.

Step 2: Select the date of arrival and departure

In the second step, the customer selects the desired arrival and departure dates, depending on availability. Terms in black are not available.

Step 3: Select the number of people and rooms/plots

The user or the customer in this step selects the number of adults and children and the number of rooms through the online reservation system. In the event that the number of adults or children does not correspond to the capacity of the rooms, the system warns the user of the necessary configuration change.

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

In this step, the customer selects the appropriate room type and the price list or package. Under the label "i" you 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 and may change at the reception due to charging the tourist tax according to the date of birth of the guest.

Step 5: Enter personal information and review the selected reservation

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

Step 5b: Payment for the stay

PITCHES:

- A valid credit card is required to guarantee your reservation.
- Upon confirmation of the reservation, we accept the following cards: Visa Classic, Diners and MasterCard.
- To confirm the reservation of the **PITCH** no advance payment is required.
- Your credit card serves as a guarantee of your arrival. In case of non-arrival or cancellation of the reservation, we will charge your credit card for the amount in accordance with the conditions of cancellation or the general conditions of the camp, about which you will also be informed to your e-mail address.
- After completing the last step on our online booking system, you will receive a booking confirmation to your e-mail address along with the instructions for possible further proceedings. Please also check your spam in your inbox. If you do not receive the confirmation by e-mail, you can check the status of your reservation with the reservation service of the campsite by calling +386 4 53 53 705 or sending an e-mail to camping@sobec.si.
- Reservation without confirmation by credit card; In case of problems with entering a credit card or due to reservations on your part, it is also possible to transfer a prepayment to our current account. In this case, contact the camp 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, you will receive a reservation confirmation after we receive the transfer to our current account.

BUNGALOW/APARTMENT:

- A valid credit card is required to guarantee your reservation.
- Upon confirmation of the reservation, we accept the following cards: Visa Classic, Diners and MasterCard.
- To confirm the reservation of the **BUNGALOW** or **APARTMENT** your credit card will be **CHARGED** within 5 days in the amount of 20% of the total service (accommodation unit costs).
- After the transaction, we will send an official reservation confirmation to your e-mail address, along with a confirmation of the transaction. The prepayment will be deducted from the final amount upon Check-Out. In the event that we are unable to charge your credit card for this amount, your reservation will not be processed/confirmed.
- If you do not receive the confirmation by e-mail (please also check your spam in your inbox), you can check the status of your reservation with the reservation service of the campsite by calling +386 4 53 53 705 or send an e-mail to camping@sobec.si.
- Reservation without confirmation by credit card; In case of problems with entering a credit card or due to reservations on your part, it is also possible to transfer an advance payment to our current account. In this case, contact the reservation service of the camp 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, you will receive a booking confirmation after we receive the transfer to our current account.

Step 6: Complete the purchase

After the payment or upon receipt of the booking confirmation, the procedure is completed.

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

Before submitting a reservation, the user (customer) via the graphical user interface is enabled to, with immediate effect, easily and without problems:

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

With the final confirmation, the buyer submits the order to the company Šobec d.o.o. The latter sends an acknowledgement of receipt of the order to the customer's email address.

In case of incomplete or incorrect entry of the e-mail address, the customer will not receive the certificate and must re-submit a new reservation.

Purchase order

The submitted reservation (purchase contract) is stored in electronic form on the server of the Information System. The customer receives a message with the content of the reservation and finally a confirmation of the reservation) to their e-mail address. The customer can keep the received messages for their own reference.

Prices, descriptions of packages and services

All prices are in EUR, include VAT and are valid at the time of order confirmation. We reserve the right to make changes and errors in prices, written text and content descriptions without prior notice. The images are symbolic in nature and do not always fully reflect the actual situation.

Special Conditions

Upon arrival, it is necessary to register all guests and pets who will be staying in the camp (regardless of the age of the guest). If you do not follow what has been written, we reserve the right to charge you a higher price for the service.

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 we reserve the right to change the conditions and the price of accommodation.

Guests are provided with a camping space upon check-in. In case of non-observance of the allocated camping place, the camp may request a surcharge or a move to the assigned place from the guest.

Reservation of specific plot numbers according to the policy of our general conditions is NOT POSSIBLE! At the Šobec campsite we will strive to find a suitable plot that will still be available at the desired time of booking, according to your preferences, which you can write when submitting your reservation. At Camp Šobec, we reserve the right to change the plot number at any time until the date of arrival of the guest.

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 customer on the website (due to the fact that the conditions of cancellation differ depending on the type of reservation and depending on the selected accommodation/destination):

Cancellation policy for pitches:

- If the reservation is cancelled more than two months (60 days) before the date of arrival, we will charge your credit card in the amount of the administrative costs of the reservation (€ 20.00).
- If the reservation is cancelled more than one month (31-60 days) before the date of arrival, we will charge your credit card in the amount of 20% of the total reservation service.
- If the reservation is cancelled more than 7 days (8-30 days) before the date of arrival, we will charge your 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, we will charge your 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.

Cancellation policy for bungalows/apartment:

- If the reservation is cancelled more than two months (60 days) before the date of arrival, we will refund the full amount of your prepayment reduced by the amount of administrative costs (€ 20.00).
- If the reservation is cancelled more than a month (31-60 days) before the date of arrival, we will withhold the full amount of the prepayment.
- If the reservation is cancelled more than 7 days (8-30 days) before the date of arrival, we will charge your credit card in the amount of 50% of the total reservation service, reduced by the amount of your prepayment.
- In case you do not arrive despite the reservation or the reservation is not cancelled at least 7 days before arrival, we will charge your credit card in the amount of 80% of the total reservation service, reduced by the amount of your prepayment.
- 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.

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 passenger from travelling. A medical certificate or death certificate must be submitted upon application. A medical certificate must be issued before the start date of the trip. The medical certificate must contain an indication that the passenger 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 passenger from traveling. A death certificate is required for claiming.
- Accidents or unexpected deterioration in the health of the passenger's close relatives (spouse, cohabiting partner, parents, children, brother or sister), which prevents the passenger from traveling due to necessary care or hospitalization. A medical certificate or death certificate must be submitted upon application. A 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 passenger 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 destination country of travel or 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 passenger upon returning to Slovenia. This condition must be met no later than one day before departure for the selected destination.
- Mandatory quarantine of the passenger issued by the competent authority - the Ministry of Health on the proposal of the National Institute of Public Health, which prevents the passenger from travelling. The quarantine date, as stated in the official decision, must be valid during the passenger's journey. This condition must be met no later than one day before departure for the destination.
- Natural disasters at the place of residence that make it impossible for the passenger 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 passenger and/or his family are endangered or affected. Upon claiming, an official document from the relevant state or municipal office (civil protection, Ministry of the Environment and Spatial Planning, police...) 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 start of the reservation. The guest must cancel the reservation in writing via email at camping@sobec.si or in person at the camp's business premises. The reservation must be cancelled no later than one day before the start of the trip no later than 15:00.

If the guest does not cancel the reservation in writing by the day set as the start of the reservation, they have no right to claim a refund.

Regardless of the fact that the guest has successfully cancelled his reservation in case of cancellation, Šobec, d.o.o. has the right to reimbursement of administrative reservation costs, which amount to 20,00 € according to the contract/reservation.

Šobec d.o.o. is obliged to reimburse the guest the amount of paid funds reduced by the amount of administrative reservation costs within 31 days.

In the event of a change of arrangement at their own request, without any reasons on the part of the company 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 the camp address, or to the reservation service of the company Šobec d.o.o., Šobčeva cesta 25, 4248 Lesce.

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.

Other provisions

The company Šobec d.o.o. may refuse to fulfil the obligations from the reservation if it finds that the issued credit card is not valid or there is an abuse of the credit card or reservation system.

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.

Safety

The tenderer uses appropriate technological and organisational means to protect the transmission and storage of personal data, orders and payments.

Final provisions

General terms of purchase or online reservations have the character of a contract. With the purchase or the reservation, the holder confirms that they have been informed of these general provisions and that they agree with them. Paid funds cannot be returned in cash. Any disputes arising from these general provisions shall be resolved by the competent court.

All prices from the offer of Šobec d.o.o. already include value added tax. In the event of a dispute between the parties, the court shall have jurisdiction over all disputes.

Cookies

When booking or purchasing services in accordance with your permits, we also collect information about your use of our website with cookies and similar technologies. More information on how we use these technologies is available in the Cookie Policy.

Contact

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E-mail address: camping@sobec.si