

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: GORES12X
VAT payers: YES

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

Legal provisions

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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

Our website offers the option of direct booking (booking only, with the customer entering credit card information as a guarantee). To book a plot, you have to pay the non-refundable amount according to the price list. The amount of the reservation will be charged upon check-out at the campsite reception. In case of no-show, the amount will be charged to the credit card entered. To book a bungalow or an apartment, a prepayment of 20% of the total service (accommodation unit costs) is required to our current account. After the reservation is made, we will send the exact amount for the transfer to the given e-mail address. In this case, the reservation will be confirmed as soon as the customer receives a confirmation of transfer to their email address. 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 rooms or plots 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 at the destination of the stay

PLOTS: To book a plot, the guest pays the non-refundable amount according to the price list. The amount of the reservation will be charged upon check-out at the campsite reception. In case of no-show, the amount will be charged to the credit card entered.

BUNGALOW/APARTMENT: An advance payment of 20% of the total service (accommodation unit costs) is required to book a bungalow or apartment.

The amount **WILL BE CHARGED** to the entered credit card within one week.

- 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 an advance payment (for reservations of bungalows and apartments) 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 receiving the transfer to our current account: After making the reservation, we will send the exact amount for the transfer to your email address. The prepayment will be deducted from the final amount upon check-out.

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. Šobec d.o.o. keeps a copy of the sales contract for five years from its fulfilment. During this time, the customer can obtain a copy in e-form upon prior written request.

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.

Termination

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 at the places (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 bungalows/apartments:

- If the reservation is cancelled more than three months (90 days) before the date of arrival, we will refund 100% of your prepayment
- If the reservation is cancelled more than one month (31 days) before arrival, we will refund 50% of your prepayment
- If the reservation is cancelled up to 7 - 31 days before arrival, we will refund 25% of your prepayment
- In the event that the guest does not arrive despite the reservation or the reservation has not been cancelled at least 7 days before arrival, we will charge you for the full amount of the advance payment.

Cancellation policy for plots:

- In case of non-arrival or cancellation of your reservation, we will charge you for the amount of the reservation cost (€ 20.00) from the entered credit card.

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In the event of a change of arrangement at their own request or due to force majeure, 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.

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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