

Dear Camping Kozarica guests,

Reservation system is designed in such a way to give advantage to our regular guests – friends of Kozarica.

The system allows the guests who are staying on the pitches **A,B or C**, that at the time of their departure make a reservation only for the **same pitch and for the same period** for the next season. Reservations of pitches A and B, with changed the pitch number or period of the stay, will be conditionally accepted in person or by mail, but confirmed only later - from the 1<sup>st</sup> October to the 1<sup>st</sup> of November. In cases when there are more requests for the same pitch in the same period, the guests who have prolonged their reservation, have priority. If we are unable to confirm your reservation due to prolongation of another guest, we shall offer you the best alternatives.

After 01<sup>th</sup> of November our reservation system will be opened to all other guests as well.

#### **Terms of reservation for pitch Premium and A.**

1. After confirming your reservation Camping Kozarica will send you an offer, stating the pitch and period of time, which will require advance payment in amount of 50% of the total pitch rental price for the requested period. We shall expect your payment to our account, indicated in the offer, within 8 days. Your reservation will be definitely confirmed only after the payment has been received. You will receive information confirming the receipt of your advance payment and reservation by mail.

2. If you don't cancel your reservation in time and/or don't appear at the reception desk within 24 hours after the beginning of your reservation period, your reservation will be cancelled and you will not be entitled to the refund of the advance payment.

#### **3. Terms of cancellation:**

a) If you cancel by mail 30 days or more before the beginning of the reservation period, we will charge you reservation fee of 30,00 Euro + costs of money transfer only. Remaining sum will be returned to your bank account.

b) If you cancel less than 30 days before arrival your cost will be in the amount of the advance payment.

#### **4. Conditions for changing the term of stay:**

a) If you shorten your term of stay 30 days or more before the beginning of the reservation period, your cost will be 30,00 euro.

b) If you shorten your reserved term of stay less than 30 days before the beginning of the reservation period (but no later than upon arrival to the camp), you will be charged pitch A rental price for the shortened period (minimum 30,00 euro).

c) In the case of arbitrary shortening of the stay, remaining days will be charged as occupied uninhabited pitch Premium or A according to the price list.

### **Terms of reservation for pitch B and C.**

1. After confirming your reservation it is necessary to pay non-refundable reservation fee of 30,00 EUR.
2. If you don't appear at the reception desk within 24 hours after the beginning of your reservation period, your reservation will be cancelled.

#### **3. Conditions for changing the term of stay:**

- a) 30 days or more before the reservation changes or shortening the period of the reservation will not be charged.
- b) Less than 30 days before the start of term (at least at the campsite) shortening the term of the reservation will be charged at the price of renting the plot reserved for a shortened term (minimum 30 €).
- c) In the case of arbitrary shortening the term of stay, shortened days count as busy uninhabited pitch at the existing price, and as such will be charged.