



Terms and conditions

PRICES

All prices are in € (EUR) and include VAT.

Prices are valid for your stay only and change (several) times daily according to supply and demand.

During special events, new year, holidays or vacations, prices may increase by up to 80%.

The price is valid for 2 persons, per room, per night and includes breakfast for 2 guests. Each additional guest in the tent is charged at an extra cost of EUR 42/night.

Tourist tax is not included in the price and is € 2.00 per adult per day, children under 7 years do not pay tourist tax, children from 7 to 18 years have a 50% discount.

BOOKING AND PAYMENT

You confirm your reservation by paying the full amount, by bank transfer to our bank account or by online payment. Without payment, it is considered that you have not confirmed your reservation and we do not guarantee availability on the requested date.

If you have any additional requests or preferences, please let us know before confirming your reservation. We will be happy to accommodate you - with a cot, a bouquet of flowers, champagne or any other kind of attention. Your imagination is a pleasant challenge for us.

CANCELLATION

Free of charge cancellation up to 10 days prior to arrival. For cancellations made 10 days or less before arrival, 100% of the booking amount will be retained. In case of early departure or no-show, 100% of the nights will be retained.



If you cancel more than 10 days before arrival, we will refund 100% of the reservation within 5 working days.

We reserve the right to cancel the reservation and in special circumstances the right to cancel or modify the reservation. In the event of cancellation by us, we are obliged to find you alternative accommodation of the same or better quality, for the same or a higher price, and to arrange transport for you.

Herbal Glamping Resort Ljubno accepts no responsibility for any inconvenience caused by incorrect contact details should the guest not have received notification of the change.

CHECK-IN

Reception opening hours are from 08:00 AM to 08:00 PM. Check-in is possible from 2 PM. Check-out is by 10:00 AM on the day of departure.

Early check-in is subject to availability and subject to prior notice.

Guests must check in with the police upon arrival. We will need valid ID or passport details of all guests staying in the room.

Only guests who have checked in are allowed to stay in the room. We do not accept any liability for persons who do not check in. Persons who do not check in and who stay in the room without our knowledge shall be held materially and criminally liable for their own responsibility.

If a guest wishes to extend his/her stay, he/she must inform the reception at least 12 hours before the agreed departure time and the services must be paid for before the extension.

If a guest occupies a room and then leaves without staying overnight, he/she will be charged the full price of the night.

The owner reserves the right to refuse entry or to turn away an entire group if the number of persons exceeds the number specified in the reservation.

MONTHLY RENTAL OR LEASE OF A PACKAGE OF NIGHTS

For stays of 24 nights or more, free cancellation up to 21 days prior to arrival. Reservations are confirmed with a 50% deposit, the balance is payable 21

days before arrival by bank transfer or online payment. If you have any additional requests or preferences, please let us know before confirming your reservation.

The monthly rental includes once a week cleaning of the room.

Tourist tax is not included.

GROUP PROVISIONS

Group booking conditions apply when 5 or more tents are booked. Free cancellation is possible up to 21 days before arrival. Reservations are confirmed with a 50% deposit, the balance is payable 21 days before arrival, by bank transfer or online payment. If you have any additional requests or preferences, please let us know before confirming your booking.

CHECK-OUT

Please leave the tent by 11:00. Later check-out is possible by arrangement with reception and optional availability, for an extra charge of € 24 per extended hour.

PARKING, BREAKFAST, WELLNESS AND OTHER SERVICES

- Parking in our car park is the responsibility of the vehicle owner; the hotel is not responsible for any damage or theft.

- Breakfast is served daily between 07:00 and 10:00 AM in the main restaurant, or in the tent by prior arrangement.

- Use of the wellness facilities is free of charge for guests of Herbal Glamping Resort Ljubno, but must be requested at least 1.50 hours in advance.

- The resort can provide different types of massages and treatments, depending on the time of request. Reservations are required one day before the desired massage. Massages are charged in advance and according to the current price list.

PETS

Pets are not allowed in the resort, although all staff members absolutely love them. Due to the location of the resort and the close proximity to nature, which is home to forest wildlife, your pets could be disturbed and disturb the other residents of the resort.

NIGHT PEACE

Please respect the peace and quiet of the resort from 10:00 PM until 06:00 AM.

CLEANING

After each guest's departure, we give the room a general clean. As we are committed to protecting the environment, we do not clean the room or change towels during the stay. If you need extra towels, toilet paper or soap, please contact reception or the maid.

For guests staying 3 nights or more, we clean the room, change the bed linen and towels once during their stay. Unless departure is the next day.

COMPLAINTS

All complaints must be made in writing or verbally during the stay. Subsequent complaints will not be taken into account. If the complaint is justified, we will do everything in our power to ensure your satisfaction.

PERSONAL ITEMS

Herbal Glamping Resort Ljubno is not responsible for theft of personal belongings, valuables and documents from rooms or means of transport.

Resort is not responsible for forgotten items. Found items are kept at reception for 5 days. If the items are not found within this time, Herbal Glamping Resort Ljubno reserves the right to dispose of them.

SMOKING

Smoking is not allowed in the indoor areas of the resort. In case of smoking, you will be charged a cleaning fee of 200€ and the cost of lost nights. We recommend you to enjoy the clean air, refreshing mineral water and the melodious company of the birds and other permanent residents of our resort.

DAMAGE

The guest is responsible for any damage or theft of inventory caused by his/her fault or the fault of those for whom he/she is responsible.

PERSONAL DATA

All data collected about guests is protected in accordance with the Personal Data Protection Act (Official Gazette of the Republic of Slovenia No. 86/04 and 67/07). By accepting the offer, the guest is deemed to consent to the use of this data for the purposes of statistical processing and information about the offer. If the guest does not wish to do so, he/she may declare this at the time of registration. This does not apply to the transmission of personal data to the police.

GIFT VOUCHER

A gift voucher is issued upon receipt of a transfer for which an invoice or invoice has previously been issued. The gift voucher is valid for 6 months from the date of issue. In the event of force majeure, the gift voucher may be extended by an exceptional period of 4 months or by agreement. The voucher must be booked in advance, stating the voucher reference number and the guest's name. Reservations can be made by email at info@herbalresort.si or by phone, +386 51 611 777. In the event that the holder of the voucher makes a reservation and does not turn up for the booked appointment, but does not cancel the reservation, the gift voucher will be considered as redeemed. The gift voucher can only be used once and cannot be exchanged for cash, and must be brought with the voucher when redeemed.