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**BY MAKING A BOOKING FOR A STAY AT HOTEL JUNIOR YOU AGREED TO BE BOUND BY THE FOLLOWING TERMS AND CONDITIONS. PLEASE READ THEM CAREFULLY BEFORE YOU PROCEED WITH YOUR BOOKING.**

### **Bookings**

You may make a booking on someone else's behalf. You are responsible for ensuring that any customer in your booking complies with these terms as if that customer had made the booking.

You can only make a booking if you are 18 years old or over. If you arrive at the hotel and are under 18 years of age you will not be permitted to stay alone. You must ensure that the name on a booking is correct at the time of booking. This cannot be changed after making the booking.

After your booking has been completed and submitted, you will receive an e-mail from us acknowledging your booking request.

- After we checked Your booking request You will receive confirmation. Booking confirmation is your guarantee that the Hotel will provide You a paid service. You must show your Booking Confirmation(s) upon check-in at the Hotel, together with your original valid photo identification document (identity card or passport). If you do not receive your Booking Confirmation(s) within twenty-four (24) hours from the time of booking, please contact us via e-mail [info@junior-kopaonik.com](mailto:info@junior-kopaonik.com).

### **Rates**

All quoted rates include VAT and are based on selected service, your period of stay per room and for number of people that You chose during the booking process. Rates are subject to change upon your arrival to hotel, as a result of changes in your arrival and/or departure dates, room type and number of persons.

### **Conversion statement in the case of another currency**

All payments will be made in the local currency of the Republic of Serbia – RSD (RSD).

The average exchange rate of the National Bank of Serbia is used for informative presentation of prices in other currencies.

The amount to be charged Your payment card will be expressed in your local currency through conversion to the same by the course used by card organizations, which can not be known to us at the time of the transaction.

As a result of this conversion, there may be a slight difference from the original price listed on our site.

### **Payment conditions**

Total amount of your reservation will be charged upon your reservation.

### **Cancellation policy and payment refunds**

- Booking cancellations must be made at least fifteen (15) full days before the scheduled check-in date.

- 50 % of the total amount will be charged if cancelled 14 to 6 days before beginning of a arrangement,

- 100% of the total amount will be charged if cancelled 5 to 0 days before beginning of a arrangement or if the guest doesn't show up on schedule.

- Hotel will charge the total amount if the guest leaves the Hotel before departed date of arrangement.

- Refunds according to cancellation policy will be made within 7 business days after cancellation.

- Refunds can be sent back only to the original payment method used in a charge.

- In the case of a refund, based on a cancellation policy, to a customer who has previously paid by one of the payment cards, in part or in full, Hotel Junior is obliged to make a refund solely through the VISA, VISA ELECTRON, MASTER and MAESTRO payment methods, which means that the bank will make a refund to the cardholder's account at the seller's request.

- All bank fees for refund are on buyer.

### **Room types**

#### **Hotel Junior**

All rooms in hotel Junior are equipped with cable TV, personal safe, direct phone, cable and wireless Internet, mini-bar, electronic door lock, writing desk, openable windows and bathroom (shower cabin, hairdryer, mirror for the upper part of figure, cosmetic mirror, SOS signal).

**Economic room** (15 - 21m<sup>2</sup>) with one double bed or 2 single beds. Maximum occupancy is 2 persons.

**Standard room** (21,5 - 25m<sup>2</sup>) with double bed, 1 single bed and sofa or 2 single beds + sofa. Maximum occupancy is 3-4 persons.

**Comfort room** (25 - 33,5m<sup>2</sup>) with double bed, 1 single bed and sofa. Maximum occupancy is 4 persons.

**Family room** (33,5 - 37m<sup>2</sup>) with double bed, 2 single beds and sofa. Maximum occupancy is 5 persons.

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JUNIOR DOO BRUS

Hotel Junior, 37225 Brzeće, Srbija || PIB: 101667362 || Komercijalna banka: 205-171007-03 || Telefon: +381 37 823 355 || e-mail: [info@junior-kopaonik.com](mailto:info@junior-kopaonik.com)

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**De lux suite** consist of a bedroom (queen size bed 200×160 cm), living room with sitting area, bath and Jacuzzi bathtub. It can accommodate up to 2 persons.

**Family suite** consist of two separate bedrooms, living room and bathroom with shower. Maximum occupancy is 4-5 persons.

**Superior suite** consist of two bedrooms (king size bed 200×180 cm in one room and 2 single beds in another room), large living room, kitchenette, bathroom and jacuzzi bathtub. Maximum occupancy is 4 persons.

**Spa suite** consist of bedroom with king size bed, large living room and indoor spa terrace with jacuzzi bath and sauna. Maximum occupancy is 2 persons.

### **Guesthouse Junior**

All rooms in guesthouse Junior are equipped with cable TV, direct phone, openable windows and bathroom (shower cabin, mirror for the upper part of figure, SOS signal).

**Deluxe room** (17,5-22m<sup>2</sup>) with 1 double bed or 2 single beds on request. Maximum occupancy is 2 persons.

**Economic room** (17m<sup>2</sup>) with 3 single beds or 1 double bed and sofa. Maximum occupancy is 3 persons.

**Standard room** (22 – 24m<sup>2</sup>) with 3 single beds or 1 double bed + 2 single beds. Maximum occupancy is 3-4 persons..

**Family room** (42m<sup>2</sup>) with 1 double bed + 2 single beds. Maximum occupancy 4 persons.

**Friends room** (41m<sup>2</sup>) with 1 double bed +3 single beds. Maximum occupancy 5 persons.

### **Check in and out times**

Hotel Junior operate an arrival and check out policy which requires you to arrive after 2pm on the first day of your stay and to check out by 11am on the last day of your stay.

### **Questions / Complaints**

If you have any question or complaint in relation to your booking or these terms please go to our website and click on the 'contact us' link and we will respond to you as quickly as we can.

### **Damage**

The Customer is liable for all inventory losses and damages caused by misuse, carelessness or negligence. In case of any defects, please report the damage to the reception. All damage that is not reported to the reception upon entering the room will be charged on departure from the hotel. Late and untimely appeal, to which we had no opportunity to respond, will not be considered as a basis for minimizing the damage.

All room keys must be returned to Hotel Junior on check-out. If you fail to do so, we may charge you for a replacement key or lock as required.

### **Notions**

We do not permit people under the age of 18 to stay alone in our hotel. You must not leave under 18s unattended in any room or public areas at any times.

Hotel guarantee you reservation only for confirmed number of rooms and people.

You are not allowed to bring any pets in the hotel room or any public hotel area.

### **Privacy and data protection**

Hotel Junior will retain all personal information you provide during booking. By making a booking with us you consent to our use of your personal details for the following purposes: to process your booking and for other administrative purposes, to provide you customer support and services and to send you information on products and services, and special or promotional offers up to 2 times per month. We may also be legally obliged to disclose, and you irrevocably consent to our disclosing, your personal information to government and public authorities or as may be required by law.

We will use our best endeavours to use your personal information in the manner stated herein and will not otherwise disclose your personal information without your prior written consent.

### **Protection of confidential information about the transaction**

When entering payment card information, confidential information is transmitted over a public network in a secure (encrypted) form using SSL protocols and PKI systems, as currently state-of-the-art cryptographic technology. Payment information is guaranteed by the payment card processor, Banca Intesa ad Beograd, so the complete payment process is performed on the bank's website. At no time is payment card information available to our system.

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**SR**

**KREIRANJEM REZERVACIJE ZA SMEŠTAJ U HOTELU JUNIOR SAGLASNI STE SA NAVEDENIM USLOVIMA KORIŠĆENJA. MOLIMO VAS, PROČITAJTE IH PAŽLJIVO PRE NEGO ŠTO NASTAVITE SA REZERVACIJOM.**

### Rezervacije

Smeštaj možete rezervisati u ime trećeg lica. Vi ste odgovorni da su svi korisnici, obuhvaćeni ovom rezervacijom, saglasni sa ovim uslovima korišćenja.

Smeštaj možete rezervisati samo ukoliko ste stariji od 18 godina. Ukoliko dođete u hotel, a nemate punih 18 godina neće vam biti dozvoljeno da boravite sami, bez punoletnog lica. Ime koje ostavite prilikom kreiranja rezervacije mora biti tačno i mora se odnositi na osobu koja će boraviti u hotelu. Ime ne može biti promenjeno nakon kreiranja rezervacije. Nakon što napravite rezervaciju, primićete e-mail od nas koji potvrđuje vaš zahtev za rezervacijom.

Nakon što proverimo vaš zahtev za rezervacijom, primićete potvrdu rezervacije. Potvrda rezervacije je vaša garancija da će Vam hotel obezbediti plaćenu uslugu. Prilikom prijave u hotel, morate pokazati vašu potvrdu rezervacije zajedno sa vašim ličnim dokumentom (lična karta ili pasoš). Ukoliko ne primete potvrdu rezervacije u roku od 24 sata od trenutka pravljenja rezervacije, molimo vas, kontaktirajte nas putem email-a [info@junior-kopaonik.com](mailto:info@junior-kopaonik.com).

### Cene

Istaknute cene uključuju PDV i se odnose na izabranu uslugu i period boravka po sobi i za broj osoba koji ste izabrali prilikom kreiranja rezervacije. Cene su podložne promeni prilikom dolaska u hotel, ukoliko promenite datum dolaska/odlaska, tip sobe ili broj osoba.

### Izjava o konverziji u slučaju druge valute

Sva plaćanja biće izvršena u lokalnoj valuti Republike Srbije – dinar (RSD).

Za informativni prikaz cena u drugim valutama koristi se srednji kurs Narodne Banke Srbije. Iznos za koji će biti zadužena Vaša platna kartica biće izražen u Vašoj lokalnoj valuti kroz konverziju u istu po kursu koji koriste kartičarske organizacije, a koji nama u trenutku transakcije ne može biti poznat. Kao rezultat ove konverzije postoji mogućnost neznatne razlike od originalne cene navedene na našem sajtu.

### Uslovi plaćanja

Ukupni iznos rezervacije biće Vam naplaćen odmah nakon rezervacije.

### Otkaz rezervacije i povrćaj sredstava

- Otkaz rezervacije može biti napravljen najmanje 15 punih dana pre ugovorenog datuma dolaska u hotel.
- 50 % ukupnog iznosa rezervacije biće naplaćeno ukoliko otkazete rezervaciju 14 do 6 dana pre ugovorenog dolaska u hotel,
- 100% ukupnog iznosa rezervacije biće naplaćeno ukoliko otkazete rezervaciju 5 do 0 dana pre ugovorenog dolaska u hotel ili ukoliko se ne pojavite u dogovorenom terminu.
- Ukoliko gost napusti hotel pre rezervisanog datuma odlaska, Hotel Junior zadržava pravo da naplati ceo aranžman.
- Povraćaj sredstava u skladu sa otkaznom politikom biće izvršen u roku od 7 radnih dana od momenta otkaza rezervacije.
- Povraćaj naplaćenih sredstava korisniku vrši se isključivo na račun platne kartice sa koje izvršeno plaćanje i to storniranjem originalne transakcije.
- U slučaju povraćaja sredstava na osnovu otkazne politike, kupcu koji je prethodno platio nekom od platnih kartica, delimično ili u celosti, Hotel Junior je u obavezi da povraćaj izvrši isključivo preko VISA, VISA ELECTRON, MASTER i MAESTRO metoda plaćanja, što znači da će banka na zahtev prodavca obaviti povraćaj sredstava na račun korisnika kartice.
- Prilikom povraćaja sredstava, kupac snosi eventualne troškove transakcije.

### Tipovi soba

#### **Hotel Junior**

Sve sobe u hotelu Junior sadrže: kablovsku televiziju, lični sef, telefon sa direktnim biranjem, kablovski i bežični internet, mini bar, elektronsko zaključavanje vrata, pisaći sto, prozore koji se otvaraju i kupatilo (tuš kabina, fen za kosu, ogledalo za gornji deo figure, kozmetičko ogledalo, SOS signal).

**Economic soba** (15 - 21m<sup>2</sup>) za najviše 2 osobe raspolaže sa jednim francuskim krevetom ili sa 2 singl kreveta.

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**Standard soba** (21,5 - 25m<sup>2</sup>) za najviše 3-4 osobe raspolaže jednim francuskim krevetom, 1 singl krevetom i sofom ili sa 2 singl kreveta i sofom.

**Comfort soba** (25 - 33,5m<sup>2</sup>) za najviše 4 osobe raspolaže jednim francuskim krevetom, 1 singl krevetom i sofom.

**Porodična soba** (33,5 - 37m<sup>2</sup>) za najviše 5 osoba raspolaže sa jednim francuskim krevetom, 2 singl kreveta i sofom.

**De lux apartman** za najviše 2 osobe raspolaže sa spavaćom sobom (francuski krevet 200×160 cm), dnevnim boravak, kupatilom i đakuzi kadom.

**Family apartman** za 4-5 osoba raspolaže sa dve spavaće sobe, dnevnim boravkom i kupatilom.

**Superior apartman** za 4 osobe raspolaže sa dve spavaće sobe (francuski krevet 200×180 cm u jednoj sobi i 2 singl kreveta u drugoj sobi), velikim dnevnim boravkom, čajnom kuhinjom, kupatilom i đakuzi kadom.

**Spa apartman** za najviše 2 osobe raspolaže spavaćom sobom sa francuskim krevetom, velikim dnevnim boravkom i zatvorenom terasom sa jacuzzi kadom i saunom.

#### **Konačište Junior**

Sve sobe u konačištu Junior sadrže: kablovsku televiziju, telefon sa direktnim biranjem, prozore koji se otvaraju i kupatilo (tuš kabina, ogledalo za gornji deo figure, SOS signal).

**Deluxe soba** (17,5-22m<sup>2</sup>) za najviše 2 odrasle osobe raspolaže sa 1 francuskim krevetom ili 2 singl kreveta na zahtev.

**Economic soba** (17m<sup>2</sup>) za najviše 3 osobe raspolaže sa 1 francuskim krevetom i 1 singl krevetom ili sa 3 singl kreveta.

**Standard soba** (22 – 24m<sup>2</sup>) za najviše 3-4 osobe raspolaže sa 1 francuskim krevetom i 2 singl krevetom ili sa 3 singl kreveta.

**Porodična soba** (42m<sup>2</sup>) za najviše 4 osobe raspolaže sa 1 francuskim krevetom i 2 singl kreveta.

**Soba za prijatelje** (41m<sup>2</sup>) za najviše 5 osoba raspolaže sa 1 francuskim krevetom i 3 singl kreveta.

#### **Prijava i odjava**

Prijava u hotel na dan dolaska je posle 14h, a odjava iz hotela na dan odlaska je do 11h.

#### **Pitanja/Žalbe**

Ukoliko imate dodatnih pitanja ili žalbi u vezi vaše rezervacije ili uslova korišćenja, kontaktirajte nas na e-mail adresu [info@junior-kopaonik.com](mailto:info@junior-kopaonik.com) a mi ćemo vam odgovoriti u najkraćem vremenskom roku.

#### **Šteta**

Gost je odgovoran za svaki gubitak i oštećenje hotelskog inventara izazvanog neadekvatnim rukovanjem i nepažnjom. U slučaju da primetite neke nedostatak molimo Vas prijaviti oštećenja recepciji. Sva oštećenja koja nisu prijavljena recepciji po ulasku u sobe, biće naplaćena prilikom odlaska iz hotela. Naknadne i ne blagovremene žalbe, na koje nismo imali mogućnosti da reagujemo, nećemo uzimati u razmatranje kao osnov za umanjene štete.

Svi ključevi soba moraju biti vraćeni na recepciju prilikom odjave iz hotela. U suprotnom, biće vam naplaćen ključ.

#### **Napomene**

Osobama mlađim od 18 godina nije dozvoljeno da borave same u hotelu. Decu ispod 18 godina ne smete ostaviti bez nadzora u sobi kao ni javnim prostorijama hotela.

Hotel Vam garantuje rezervaciju samo za potvrđeni broj soba i osoba.

Unos životinja u hotel i sobu nije dozvoljen.

#### **Privatnost i zaštita podataka**

Hotel Junior će zadržati sve lične informacije koje ostavljate prilikom kreiranja rezervacije. Kreiranjem rezervacije pristajete na korišćenje vaših ličnih podataka u sledeće svrhe: radi rezervisanja smeštaja i u druge administrativne svrhe, radi pružanja podrške i radi primanja informacija o uslugama i specijalnim promocijama do 2 puta mesečno. Takođe možemo biti zakonski obavezni da otkrijemo vaše lične informacije vladi i državnim organima prilikom sprovođenja zakona. Hotel se obavezuje da će Vaše lične informacije koristiti samo u navedene svrhe.

#### **Zaštita poverljivih podataka o transakciji**

Prilikom unošenja podataka o platnoj kartici, poverljive informacija se prenose putem javne mreže u zaštićenoj (kriptovanoj) formi upotrebom SSL protokola i PKI sistema, kao trenutno najsavremenije kriptografske tehnologije.

Sigurnost podataka prilikom kupovine, garantuje procesor platnih kartica, Banca Intesa ad Beograd, pa se tako kompletni proces naplate obavlja na stranicama banke. Niti jednog trenutka podaci o platnoj kartici nisu dostupni našem sistemu.

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