

Contractual Partners:

The contractual partners are Youth Hostel Ars Viva and the guest/client (hereinafter referred to as "the client"). If a third party has placed the order for the client, then based on joint liability, the third party, together with the client, guarantees the hostel for all obligations arising from these general terms and conditions.

Reservation Procedure:

The client can inquire about the rental of a room, apartment, hall, theater, bicycles, or van transportation. The contract is concluded through inquiries sent to the email address: youthostel.arsviva@gmail.com or via the website and is confirmed when the hostel sends the client the final confirmation of the reservation service, after the client has confirmed the offered service and conditions in writing. The client can also make a reservation through online portals (Booking, Airbnb, Hostel World). In the case of reservations made through online portals, the client agrees to the reservation terms on the portal's website and consequently also to the hostel's terms and conditions as well as the hostel's privacy policy.

Note: A lodging/service offer does not constitute a reserved lodging/service. The client must confirm the received offer with key details, based on which they will receive a reservation confirmation ensuring the use of lodging/services at the hostel.

Currency:

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

Guarantee:

If a deposit guarantee is required for accommodation, the hostel informs the client of the amount of the deposit based on the offer... (specific deadline required) to the bank account SI56 0400 0027 8822 464. Any changes to the reservation are possible only based on prior agreement between the hostel and the client.

Cancellation of Reservation or Changes to Accommodation Reservation:

For changes to the reservation/cancellation of the reservation, the client contacts youthostel.arsviva@gmail.com or calls T .:+386 5 99 15 058. The cost of canceling an individual reservation for 1-3 rooms (as a percentage of the reservation price):

15 days before arrival..... 50% of the reservation price

7 days before arrival..... 80% of the reservation price

on the day of arrival..... 100% of the reservation price

The cost of canceling for groups of 4 rooms or more (as a percentage of the reservation price):

29 days before arrival..... 50% of the reservation price

7 days before arrival..... 80% of the reservation price

on the day of arrival..... 100% of the reservation price

Regardless of the above statements, we reserve the right to retain the entire advance payment if the reservation is canceled within the deadlines specified in the general terms and conditions, the client is obliged to cover the costs incurred in connection with the reservation.

No-Show:

If the client fails to arrive and does not cancel their reservation in time, they will be charged 100% of the amount equal to the entire reservation, excluding tourist tax. In the case of a confirmed reservation with a credit card, the hostel retains the full amount of the prepaid accommodation/service.

Payment:

The following payment methods are possible: Visa, Mastercard/Eurocard, Diners, Maestro, cash, bank transfer, pro forma invoice. If the payment method is a pro forma invoice (valid only for companies), the pro forma invoice must be physically delivered to the hostel or sent by email to youthostel.arsviva@gmail.com no later than on the day of the client's arrival. If we do not receive the pro forma invoice by the client's arrival, we will be forced to charge the client for their stay upon

registration. When paying by bank transfer, it is necessary to send a receipt for the payment offer to the email address youthostel.arsviva@gmail.com. The offer must be settled no later than the date specified in the offer.

Check-in/Check-out:

Check-in: from 14:00 – 20:00

Check-out: from 7:00 - 10:00

We hold the reserved room for the client until 8:00 pm on the day of arrival. In case of later arrival, the client must inform the hostel in advance – no later than 8:00 pm on the day of arrival. If the client fails to inform the hostel on time, the hostel is not obliged to hold the room for the client and has the right to charge the client for the costs of a no-show. Early check-in or late check-out are possible only by prior arrangement, confirmation by the hostel, and subject to availability.

Early Departure: The hostel is not obligated to refund the guest for the value of the night's stay for an early departure. Approval from hostel management is required for any exceptions regarding the reason for early departure.

Hostel/Apartment Check-in:

For security reasons, clients must present a valid photo ID (identity card, passport, or driver's license) upon check-in. Check-in without a valid document is not possible. Upon check-in at the hostel, the client is registered in the hostel's internal register of guests. According to the law, we require the following personal data for registration: gender, first name, last name, country, citizenship, date of birth, type of document, document number, date of arrival, and date of departure. We process the data in accordance with legal obligations. We keep the data for 2 years. Anonymization of data is carried out 2 years after the client's last visit to the hostel (taking into account the departure date). Basic client data (gender, first name, last name, country, citizenship) remains in the hotel's internal register in the client profile indefinitely and is not subject to further processing. Based on basic data, the hostel monitors the visit history of clients who have concluded a contract or checked in at the hostel. The process of processing client personal data, in accordance with the General Data Protection Regulation, is precisely specified in the hotel's internal document.

Special Needs – Celiac Disease, Disability, Diabetes:

Personal characteristics relevant to the quality of service execution should be provided by the hostel client upon inquiry and highlighted upon check-in. If the client voluntarily mentions any of the listed special needs during inquiry, the hostel assumes that the client consents to the processing of the

provided data. Any special needs will be considered based on prior agreement if the conditions are provided.

Tourist Tax:

The tourist tax is charged based on the current Decree of the Municipality of Loška dolina, which at the time of accepting these general terms and conditions determines:

Adults are charged a tourist tax of €2,5 per person per night.

Tourist tax at a rate of 50% is payable by:

Persons aged 7 to 18,

Tourists who are members of international youth organizations staying in youth hostels that are part of the International Youth Hostel Federation (IYHF),

Tourists in campsites.

Tourist tax payments are exempt for:

Children up to 7 years of age,

Persons with a medical referral in natural health resorts,

Persons based on the submission of a photocopy of a decision of the competent authority indicating that the insured person (hereinafter: insured person) has a disability or physical impairment or a photocopy of a certificate or expert opinion of the competent commission on determining disability or physical impairment or based on a membership card of a disabled organization,

Children and adolescents based on the submission of a decision regarding the classification and orientation of children with special needs,

Students and their leaders/mentors, participants in educational programs organized on a nonprofit basis by associations and other educational institutions as well as religious and other communities within their regular activities,

Students in student dormitories,

Persons who are on temporary work and stay in a catering facility continuously for more than 30 days,

Foreign nationals exempt from tourist tax under international regulations and agreements,

Members of the Mountaineering Association of Slovenia in mountain lodges, based on a valid membership card.

Children:

Children up to and including 5 years of age stay in the room with their parents free of charge on existing beds.

Baby Crib:

There is no additional charge for a baby crib. When making a reservation, inquiries about crib availability are necessary.

Additional Bed for a Third Person:

An additional bed is available in certain hostel rooms. Prior consultation with the hostel regarding any additional beds is required. The charge for an additional bed is €30/night/person.

Parking:

We offer free parking to hostel clients in our own open parking lot subject to availability. Parking space reservation is not possible. Clients also have access to a free electric charging station. Reservation of the electric charging station is not possible. The hostel is not responsible for any damage to clients' vehicles for reasons beyond its control (e.g., natural disasters, actions by third parties).

Pets:

Pets are welcome only in the apartment and are subject to an additional charge according to the price list. The hostel must be notified of accompanying pets when making a reservation and obtain prior approval from the hostel. Pets are not allowed in the dining room and common kitchen areas. Pets must be kept on a leash. Pet owners are responsible for their hygiene and ensuring that they are supervised and do not pose a threat to people and animals and clean up any feces.

Events at the Hostel:

Throughout the year, various events and parties may take place at the hostel that could disturb the client's rest. If the event is known in advance, the hostel will inform the client of the event when making a reservation.

Smoking:

Smoking is only permitted in outdoor areas at the hostel. Smoking is prohibited in hostel rooms, apartments, halls, and theaters. The hostel reserves the right to charge a fee to cover the costs of cleaning, refreshing, and ventilating the room in accordance with the additional cleaning price list. In addition to the mentioned fee, any damage and/or intervention will be charged additionally.

Ordering Additional Services provided by Third Parties:

When ordering additional services that are provided by third parties and are related to the performance of the service, the client agrees that the hostel will provide the necessary information about the client to the third party for the purpose of performing the desired service. This applies to orders for transportation, laundry services, organization of tours/excursions, or meal reservations...

Laundry:

Clients have access to laundry services in the hostel's laundry room. The cost of laundry and drying is charged according to the hostel's current price list (1x wash and 1x dry), detergent is included in the price. Prior arrangement with the hostel staff is required for laundry services. The client is responsible for washing, drying, and storing the laundry. Failure to comply with the laundry rules or damage to the machines will result in additional charges.

Applicable Law:

Slovenian law applies to these general terms and conditions. The parties agree to the exclusive jurisdiction of Slovenian courts.

Attachment:

Hostel Rules and Regulations

Youth Hostel Ars Viva, Podcerkev 24, 1386 Stari trg pri Ložu.

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