

We appreciate your trust. We realise that there's no need to pay everything down in one go. We also know that anything unexpected can happen before your arrival. Therefore, we have prepared a fair reservation and cancellation policy for you. So, in order to avoid misunderstandings, please read the complete policy info about the reservations processing and possible cancellations of your stay.

Reservations of your stay

When making a reservation more than two nights prior to check-in (check-in every day at 16.00 CET),, the down payment of 50% of the final price has to be made within 24 hours after receipt of the confirmation email about the preliminary reservation from the provider of the accommodation. If the down payment has not been made within the 24 hours period, the preliminary reservation will be cancelled by the provider of the accommodation. The rest of the payment has to be made the latest during the check-in procedure. In case the reservation is requested less than 48 hours prior to check-in, 100% of the price has to be paid within two hours after receipt of the email confirming the reservation.

Cancellation of reservations

In the case of cancellation of your reservation the following conditions apply:

- I. Reservation has to be cancelled via email at storno@seeyouinmartin.sk
- II. If the reservation of your stay is cancelled more than 48 hours prior to your official check-in (check-in 16.00 CET), the provider will return the whole reservation down payment, and within 48 hours from the moment of the cancellation.
- III. In the case of cancellation of your stay less than 48 hours and more than 24 hours prior to your official check-in, the provider will return half of the reservation down payment, and within 48 hours from the moment of the cancellation.
- IV. In the case of cancellation of your stay less than 24 hours prior to your official check-in the reservation down payment will not be returned.
- V. It is possible to cancel your reservation less than 48 hours prior to your official check-in without any loss of the down payment, but only in case a new reservation is made with the new dates chosen, based on the availability. In such circumstances, above mentioned points II. and III. are not applicable anymore with regards to the already made down payment.
- VI. In case of unexpected circumstances and earlier check-out, meaning that the guest will not be able to stay until the agreed period of stay, the provider of the accommodation keeps the full payment without any obligation to refund the money back.