

General Terms and Conditions

[Terms and Conditions of the Turizem Kranjska Gora tourist board](#)

These Terms and Conditions do not affect your basic statutory consumer rights. Please read the General Terms and Conditions carefully. When you book your holiday through the Turizem Kranjska Gora tourist board, we consider that you have accepted the Terms and Conditions set out on this page.

Our registered office is located at Kolodvorska ulica 1C, SI-4280 Kranjska Gora, Slovenia. None of the company's employees or representatives have the power to change the terms and conditions applicable at the time of reservation. Your agreement is concluded on the basis of the laws applicable in the territory of the Republic of Slovenia, which are subject to review by the Slovenian courts.

The Booking Policy covers reservations made over the Internet or by any other means – regardless of the sales channel used to confirm the reservation, and these policies are binding on you. You confirm that you are at least 18 years old.

[Validity of the General Terms and Conditions and Conduct of Business Rules](#)

The Turizem Kranjska Gora tourist board website (www.kranjska-gora.si) provides its services exclusively on the basis of the Terms and Conditions. Turizem Kranjska Gora tourist board acts as an Internet intermediary and not as an intermediary for specific accommodation services.

Although the Turizem Kranjska Gora tourist board offers Internet links to third-party providers, Turizem Kranjska Gora tourist board does not act as an intermediary for third-party services. Please note that the price, transfer and main travel Terms and Conditions of these individual service providers affect the content of the agreement between you and the individual service providers. These Terms and Conditions may include terms of payment, time limits, liability, cancellation, reservation changes, refunds and other details of the accommodation agreement, which are intended to make the agreement clearer.

[Accuracy of the Website](#)

Service providers and partners are solely responsible for descriptions of accommodation facilities, photographs, prices and general information uploaded to the Turizem Kranjska Gora tourist board website. The Turizem Kranjska Gora tourist board does not guarantee the accuracy, completeness and correctness of the price information on its website. You agree that you use this website at your own risk. The content and information provided by the Turizem Kranjska Gora tourist board on this website are not advisory in nature.

The service providers and partners of the Turizem Kranjska Gora tourist board make every effort to provide accurate and up-to-date information about the products and services they offer. However, the information is subject to change without notice. You are advised to regularly monitor any changes to the Terms and Conditions of specific products and services.

A product or service displayed on this website may not be suitable for you – this is your decision (if in doubt, seek independent advice).

The Turizem Kranjska Gora tourist board or its accommodation and service providers may correct errors, omissions or change the design or content of this website at any time. Routine maintenance,

system demands or other circumstances mean that this website and the services offered may not always be available.

Where an accommodation contains “ski-in/ski-out skiing” in its description, this is subject to the current snow conditions and depends on the skier’s ability to ski. In other cases, swimming pools at accommodation facilities may not be in operation at the moment, or a hotel may decide to otherwise arrange the service of meals. These are just a few examples of some of the possible changes that may occur in a tourist resort. Many photographs have been added to illustrate the appearance of the buildings and are of general interest. The distances are indicated in the time it takes to walk them in good weather conditions and standard footwear. The time it takes to cover a certain distance depends on your footwear, age, physical fitness as well as the conditions underfoot.

[Limitation of Liability](#)

The General Terms and Conditions of the Turizem Kranjska Gora tourist board apply to all products and services on our website, except where expressly stated. The Turizem Kranjska Gora tourist board portal (website) has been prepared with the utmost care. Our services are based on information provided by accommodation providers and service providers; therefore, accommodation providers and service providers are responsible for the correctness of this information. Accommodation providers and service providers may change information about their accommodation and services, such as prices and availability, at any time. Therefore, we cannot guarantee that all information is accurate and error-free, and we cannot be held liable for any errors or inaccuracies of the information provided. Before making an informed decision, we advise you to always check the information provided.

The Turizem Kranjska Gora tourist board shall not be liable, whether under the terms of these instructions or otherwise, for any loss of profit, loss of revenue, loss of agreement, or any other indirect or consequential loss which you may suffer as a result of the use of any information contained on the website.

The Turizem Kranjska Gora tourist board, which acts only as an intermediary, passes on all guarantees of availability, description and valid prices of accommodation or services to the service provider.

[Pricing](#)

The online prices are calculated as accurately as possible based on the search parameters entered by you as a customer and on the data entered by individual accommodation and/or service providers. However, due to the complex nature of the calculations, as well as the many different combinations of rooms, packages and services, the Turizem Kranjska Gora tourist board cannot guarantee online prices. All rooms and prices published on the website are subject to availability.

[Use of the Website](#)

You may only use the website for legitimate enquiries or reservations. You are not allowed to make any speculative, erroneous or fraudulent reservations or reservations in anticipation of demand. In the event that we reasonably believe that such a reservation has been made, we have the right to cancel the reservation and notify the competent authorities of the countries concerned.

You also undertake to provide a correct and accurate e-mail address, postal address, personal and/or other contact information and to authorise us to use this information for notification purposes where this is necessary. If you do not fill in all the information required, your reservation may not be processed. You are also liable for any costs incurred as a result of any speculative, incorrect or fraudulent reservations and/or contact and personal details provided by you.

[Your Agreement at the Time of Reservation](#)

Each reservation made is deemed to be your binding offer, which can be accepted by the provider if there is a vacancy. No agreement exists unless you comply with the exact payment terms set by each hotel or service provider directly in the system.

A reservation is established after the reservation process has been completed, when you click on the relevant button(s) in the reservation process on our website or, in the offline reservation process, when the reservation confirmation is sent to you via e-mail by the provider. In the event that the accommodation and/or service provider does not confirm the reservation within the time limit indicated on the provider's website after the completion of the reservation, you will not be bound by these Terms and Conditions. The reservation confirmation, which you receive in writing, serves as acceptance of the reservation and implies acceptance of the Terms and Conditions.

A confirmation of your reservation is usually sent to your e-mail address together with the reservation reference number as soon as the reservation process has been completed.

Accommodation and/or service providers have the right to cancel the reservation within the time limit indicated on the page from the receipt of the written confirmation, without specifying the reason for the cancellation.

[Booking Details](#)

Once your reservation is confirmed, you are bound by these Terms and Conditions. Confirmation of your reservation will be sent to you the same day or, in some cases, the next working day. It is your responsibility to read all the details of your reservation carefully as soon as you receive it and to inform the provider of any error(s).

Please check all names, years of birth, dates and times of arrival and departure on the reservation agreement and/or written confirmation, and inform the provider of any errors within 24 hours. Changes made to this information 24 hours after receipt of the reservation agreement and/or confirmation may be subject to additional fees charged by the provider.

The information you provide at the time of registration will only be passed on to the relevant accommodation and/or service providers. By making this reservation, you agree to it being passed on to the relevant persons. Full details of our Data Protection Policy are available on our website.

[Payment](#)

Payment for the reservation is made directly to the accommodation or service provider.

[Changes and Cancellations by the Customer](#)

If changes are made after the reservation has been confirmed and you want to make any changes (for example, the date of your departure or accommodation), you need to notify and arrange this with the accommodation and/or service provider.

[General Rules in Case of Cancellation](#)

The cancellation policy for confirmed reservations depends on the accommodation and/or service you have booked. Individual accommodation or service providers have different cancellation policies, which may differ from the General Terms and Conditions. In this case, the accommodation and/or service provider will have its own cancellation policy, which will be displayed on the hotel or service's page on the kranjska-gora.si website and will be visible to all customers before the reservation itself.

Individuals shall not be entitled to reimbursement in the event of force majeure, such as natural disasters or political unrest, resulting in an inability to use the accommodation services.

Lack of snow or poor weather conditions are not grounds for cancelling your accommodation and travel. If you decide to cancel your holiday due to lack of snow, the provider will not reimburse you any costs incurred or additional costs. You will be charged accordingly for cancelling your holiday, as stated in each provider's Terms and Conditions.

[Changes and Cancellations by the Service Provider](#)

Accommodation and service providers upload prices and descriptions to our website several months in advance. From time to time, our service providers are required to make changes or correct minor errors before and after the reservation is confirmed. Reservations may be cancelled without reason within the time limit specified by each provider at the time of reservation.

The accommodation and/or service provider may make certain changes without prior notice, however, these changes must not affect your statutory rights. In no case shall the Turizem Kranjska Gora tourist board be liable for changes of accommodation in a lower class accommodation, not even in case of change or cancellation by the accommodation provider or in case of force majeure, such as: state of war, threat of war, popular uprising, workers' strike, terrorist attack, natural or nuclear disaster, fire, bad weather, technical problems with transport or any other event that could make your trip impossible. The Turizem Kranjska Gora tourist board shall not be held liable for any of the above circumstances and will not be liable for any additional costs incurred.

[Travel Documents](#)

In most cases, the provider will send you all documents and vouchers (reservation agreements/invoices/vouchers) to the e-mail address you provided at the time of reservation.

All relevant travel documents and, if necessary, referrals will be sent by e-mail after the reservation has been finally confirmed by the provider. Upon receipt of documents, print them and show them to the accommodation or service provider upon arrival.

[Complaints](#)

In case you have any complaint about the accommodation provider or the service you have booked through the Turizem Kranjska Gora tourist board, you must immediately inform the accommodation, hotel reception or service provider. The accommodation or service provider must be given the opportunity to rectify the situation during your stay.

We will do our best to help you even if you have not followed the procedure described above. Nevertheless, liability may be significantly reduced, ultimately to the extent where the liability of the accommodation service is minimal or non-existent, if you do not make a complaint in writing and do not give the service provider the opportunity to rectify the problem when the opportunity arises. None of the above affects your statutory rights. We will endeavour to respond to all complaints within 8 (eight) days, or within a reasonable time if further clarification is required.

[Assignment of Rights](#)

These General Terms and Conditions and the Conditions of the Agreement apply to you and us only. You are not entitled to assign or transfer your rights under this Policy to a third party.

[Intellectual Property](#)

All intellectual property and information on the Turizem Kranjska Gora tourist board website is our property or licensed to us, and may not be copied without our permission. This does not prevent you from using the Turizem Kranjska Gora tourist board website to the extent that you make a copy of all reservation details.

[Change to the Terms and Conditions](#)

Each time you use the Turizem Kranjska Gora tourist board website you are bound by the current General Terms and Conditions, and you should review them each time you make a reservation to ensure that you agree to them.

[Independence](#)

These General Terms and Conditions shall be deemed to be independent. In the event that any provision is held to be unenforceable or invalid, that provision shall nevertheless be enforced to the fullest extent permitted by applicable laws, and such decision shall not affect the validity and enforceability of the remaining provisions.

[Headings](#)

The headings used in these Terms and Conditions are added for practical reasons only and do not define, disseminate, restrict or otherwise affect these Terms and Conditions.

[Entire Agreement](#)

These Terms and Conditions constitute a binding agreement between us and you, so you should read them carefully to make sure that they contain everything you agree to and nothing you are unwilling to agree to.

[Applicable Law](#)

Your agreement with the Turizem Kranjska Gora tourist board is based on the General Terms and Conditions, and the General Terms and Conditions form part of the agreement. Before starting the reservation process, you must agree to the General Terms and Conditions. The Contract and the General Terms and Conditions are governed by the laws in force in the territory of the Republic of Slovenia. Any dispute arising out of or in connection with this Agreement or the rules shall in all cases and without prejudice to EU law be settled by the courts of the Republic of Slovenia, unless you are a private individual and the Turizem Kranjska Gora tourist board is required to file a claim against you. In that event, an action may be brought against you in the court of your current temporary or permanent residence, unless you changed your permanent or temporary residence after accepting these General Terms and Conditions. These Terms and Conditions do not affect your statutory rights.

[Data Protection and Privacy](#)

More information on personal data processing for the purpose of making reservations can be found [here](#).

[Security](#)

Payments are made directly to providers who have their own security systems.

[Links](#)

The Turizem Kranjska Gora tourist board website contains links to other websites. These websites are not covered by this Security and Privacy Policy and therefore we are not responsible for implementation of the Privacy Policy or the content of these websites.