



MOLIKA DOO ZLATIBOR  
A: Čaldov put bb, 31315 Zlatibor. Srbija  
T: +381(0)31 / 845-300, 845-307  
M: +381(0)60 / 084-5300  
E: hoteliriszlatibor@gmail.com  
W: hoteliriszlatibor.rs

PIB: 108136151 \* Matični broj: 20938226 \* Tekući račun: 105-11666-48 AIK banka

## DAMAGE POLICY IN IRIS HOTEL

### 1) COMPENSATION IN CASE OF GUEST NON-APPEARANCE

In case of guest non-appearance upon prior reservation, without reservation cancellation, the Hotel reserves the right to charge for damages at the price of one night per booked room type.

If advance payment was made as a reservation guarantee, the Hotel reserves the right to charge for damages in case of guest non-appearance the total amount paid for the entire stay.

### 2) COMPENSATION IN CASE OF CANCELLATION

The guest may cancel the room reservation free of charge no later than 5 days before scheduled arrival at the hotel. In case of cancellation in less than 5 days, the Hotel reserves the right to charge for damages at the price of one night per booked room type (if the reservation is for 3 nights).

If a stay of 4 nights or more is booked, the Hotel reserves the right to charge for damages at the price of 3 nights per booked room type.

### 3) COMPENSATION IN THE EVENT OF STAY SHORTENING

In case of unannounced shortening of the booked stay defined by the reservation, the Hotel reserves the right to charge the entire stay as late cancellation fee.

In case of unforeseen circumstances (death, illness, ...) the guest has the right to shorten the agreed stay without compensation.

### 4) COMPENSATION IN CASE OF GROUP CANCELLATION

Cancellation of the announced and confirmed group must be submitted in writing. A group is considered 10 or more people staying in the hotel in an organized manner.

Group reservations can be canceled from 15 to 30 days without compensation for the reservation made.

If the reservation is canceled within 15 to 30 days before the scheduled arrival, IRIS Hotel is entitled to compensation in the amount of 30% of the total amount of the proforma invoice for the canceled reservation.

If the reservation is canceled after this specified period, that is, 5 days to the day of the beginning of the use of hotel services, IRIS Hotel is entitled to compensation in the amount of 100% of the total amount of the proforma invoice for the canceled reservation.

### 5) COMPENSATION IN OTHER CASES

In case of damage caused by a hotel guest, the Hotel is entitled to charge for the stated damage in accordance with the price of damaged or missing inventory, which is defined by the inventory price list.

In specific cases of damage, the Hotel also reserves the right to charge for damages on the basis of minutes made for a specific case that is not listed in the inventory price list.

The hotel is entitled to remove persons of suspicious and / or unacceptable behavior from the premises of the facility.

If the Hotel as a service provider estimates that the behavior or activities of the guest or group would compromise the image of the hotel, safety of other guests and employees of the Hotel, the Hotel reserves the right to remove the guest or group from the facility and in that case the guest or service users are not entitled to compensation by the Hotel.