



GREEN VILLAGE

4* RESORT | SFANTU GHEORGHE | DANUBE DELTA

TERMS AND CONDITIONS

S.C. Touring Imobiliare S.R.L., the owner of Green Village Resort, provides accommodation for tourists and a range of related services. Our desire is to offer you a pleasant stay inside the Resort, so we established a set of rules, please note that when making a reservation at Green Village Resort. We recommend that you carefully read their content.

1. Services and facilities:

Services included:

- Breakfast Swedish buffet;
- Access to the outdoor pool and spa (umbrellas and sunbeds at the pool, beach towels from reception): Free for Green Village customers and 10 eur / day for Green Dolphin customers
- Kids Club - inside: tent for children, wooden tables and chairs, blackboard, various toys, video games for children; outside: set of slide and swing Free for Green Village customers and 10 eur / day for Green Dolphin customers
- Entertainment Center: indoor/ outdoor cinema, billiards, table tennis, backgammon, chess, rummy, darts, playing cards, " holiday library ".
- WiFi; newspapers at the reception; Extra bed (surcharge) and baby cot on request;
- Fishing inside the Resort, on the pontoon or Danube Delta channels.

Optional services: restaurant with terrace - Romanian and international cuisine; Brasserie, Bar, Blanquita Club, roundtrip transfers Sf. Gheorghe - Murighiol, boat trips on willows and water lilies channels, boat rental with boatman, conference halls, sound system rental, DJ, ballroom rental, rent a bike, riding, fishing on Danube;

2. Description of Services:

Green Village Resort, 4 star classified, occupies an area of approx. 30,000 square meters and has 89 rooms, including 30 suites with double room and living room, 1 villa with two double bedrooms and living room, 58 double rooms. Rooms have air conditioning and minibar.

Dolphins Camping, 3 star classified, is located in Sfantu Gheorghe, in a picturesque area of the Danube Delta Reserve, where Danube meets Black Sea, and provides a number of other services: access to showers and toilets, wi-fi, camping cafeteria, Bar Camping, Camping Cinema (outdoor, broadcasting films takes place in the evening), Club Entertainment Camping, volleyball field, football field, Camping stores.

Opening hours:

Dolphin Camping Bar: 08:00 – 02:00

Cafeteria: 08:00 – 23:00

Magazin: 10:00-20:00

Our guests (both those from the Resort, and those from Camping) can dine on the restaurant terrace (total capacity: 240 seats, downstairs/ upstairs, inside/ outside).

Restaurant opening hours:

Breakfast: 07:30 – 10:30

Lunch a la carte: 12:30 – 22:30

Half-board lunch buffet: 13:00-15:00



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Half-board dinner buffet: 19:00-21:00

Brasserie opening hours:

Brasserie Bar: 09:00 – 01:00,

Kitchen Brasserie: 10:00 – 18:00,

Access to SPA Center, Entertainment Center, Kids Club is free for customers staying in Green Village and 10 € / person / day for customers of Green Dolphin. Pets are accepted in Green Village Resort for 15 €/ pet/ night and free for customers staying in Green Dolphin.

S.C. Touring Imobiliare S.R.L. keep their potential customers updated, communicating detailed information and carefully selected offers, both in the online and offline environment.

3. Booking a room:

How to book a room:

- On our website www.greenvillage.ro
- By e-mail to reservations@greenvillage.ro
- Tourism agencies
- Other booking websites

4. Booking guarantee

4.1. Booking guarantee will be made through an advance payment of **50%** of the total invoice issued by the Green Village Resort Reservations Department at the time of booking. **The difference of 50%** will be paid at least **7 days** prior to check-in date for the following period 15.04.2016 - 07.07.2016 and **14 days** prior to check-in date for the following period 08.07.2016 - 10.09.2016.

4.2. Payment deadlines will be specified on the proforma invoice issued to the Beneficiary/ Tourist. If these are not specified, the Beneficiary/ Tourist undertakes to pay within 5 days from the receipt of the invoice.

4.3. If the advance is not paid by the date mentioned in the proforma, the reservation is canceled.

4.4. During ANONIMUL Film Festival (08.08 - 14.08.2016) the client will be charged the total amount of the reservation within 5 days from the issuance of proforma invoice.

5. Booking cancellation:

5.1. Booking cancellation is considered firm only by written request to Green Village Resort Reservations Department by e-mail reservations@greenvillage.ro

5.2. For the following periods **15.04.2016 - 08.06.2016** and **31.10.2016 - 15.01.2017**, reservations have to be made at least 5 days prior to check-in and cancellations or any other changes made at least **2 days** before check-in.

5.3. For the following periods 09.06.2016-07.07.2016 and 11.09.2016-30.10.2016, reservations have to be made at least 7 days prior to check-in and cancellations or any other changes made at least 4 days prior to check-in.

5.4. For the period 08.07.2016-10.09.2016, reservations have to be made at least 10 days prior to check-in and cancellations or any other changes made at least 7 days prior to check-in except during ANONIMUL Film Festival.

5.5. During ANONIMUL Film Festival (08.08.2016 - 14.08.2016), cancellation conditions are the following:

5.5.1. If the reservation is canceled until 8.07.2016, no cancellation fee is applied

5.5.2. If the reservation is canceled between 09.07 and 31.07.2016, the cancellation fee is 50% of the total amount

5.5.3 If the reservation is canceled between 01.08 and 07.08.2016, or in case of no-show, the cancellation fee is 100% of the total amount.

5.6. Failure to comply with the terms stipulated above is charged with the equivalent of one night accommodation with the meal plan included in the stay (breakfast / half-board).

5.7. Cancellations will be confirmed in writing by the Provider in maximum 24 hrs (Monday to Friday) / 48 hrs (Saturday and Sunday) from the receiving date.



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5.8. Cancellation of reservations with special offers (including early booking) is charged with 100% of the total amount.

5.9. If the tourist decreases the length of stay during his stay, the amount initially paid is not refundable and cannot be compensated by other services.

6. "No-show" Policy:

6.1. In case of no-show the tourists are charged, as cancellation fee, 100% of the total amount of the stay and the reservation is canceled for the entire period of stay.

6.2. In case of no-show at the date of check-in, the tourists that have also booked the roundtrip transfer by boat from Murighiol to Sfantu Gheorghe are charged the equivalent of the roundtrip transfer.

7. Pet Policy

Pets are allowed in Green Village Resort, pet fee is 15 Eur/ pet/ night.

Pets are allowed in Green Dolphin Camping for free.

8. Rates:

The price paid by the tourist includes all services specified in the reservation confirmation. Costs for other meal plans besides those specified in the reservation confirmation are not included in the price paid by the tourist and will be invoiced separately if the tourist chooses such services. Costs for other activities or extra services not included in the price paid by the customer and will be invoiced separately if the tourist chooses such services.

Danube Delta access fee is 5 lei per person per day, 15 lei per person per week or 30 lei per person per year. Permits of access in the Reservation can be purchased at the headquarters of the Danube Delta Biosphere Reserve Administration (D.D.B.R.A.) or from tourist information centers or can be paid at the Green Village Resort frontdesk.

Access fee does not apply to children, students, seniors, war veterans, former political prisoners or descendants of the martyrs and the wounded heroes of the 1989 Revolution.

The Access permit tax can also be paid through postal order or by bank transfer to D.D.B.R.A.'s account, IBAN: RO56TREZ6415003xxx003884, opened at Tulcea City Treasury, beneficiary: D.D.B.R.A. Tulcea fiscal code: 3722040, specifying at the Explanations section: "Access tax for persons (name of the person)"

9. Payment Policy

Payment is made in EURO or LEI, by bank transfer, based on proforma invoices issued by the Reservations Department of Green Village Resort. Payments in LEI will take into account the Romanian National Bank exchange rate from the day the proforma invoice was issued, increased by 2% (currency risk factor). Green Village Resort accepts the following methods of payment: bank transfer, cash payment in LEI or EURO, VISA, MASTER CARD, MAESTRO credit cards. Failure to comply with the payment deadlines from the proforma invoice, the reservation will be canceled.

10. Refund policy

10.1 The refund is be made only after written request to Green Village Reservations Department, at the e-mail reservations@greenvillage.ro , specifying depositor's data, the bank account and the bank where the money will be transferred.

10.2 Please note that when the refund of the advance payment is made, after deduction of specified amounts, the bank charges related to depositor's bank are also withheld.

11. Check-in / check-out policy

11.1 Check-in: 14:00

11.2 Check-out: 12:00

11.3 Late check-out: after 14:00 – 50% of the room rate without breakfast. After 18:00 – 100% of one night accommodation with breakfast is charged.

11.4 Early check-in (before 14:00): only after written request to reservations@greenvillage.ro and confirmed by Green Village Resort Reservations Department. Check-in between 12:00 and 14:00 is free but only according to availability, check-in before 12:00 – 30% of one night accommodation.



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11.5 Accommodation will be based on showing an ID (including for children) and filling out a registration form at the reception. People under 18 years old cannot be accommodated unless they are accompanied by a parent.

11.6 Allocation of rooms is subject to availability at the date of the arrival. For this reason we cannot guarantee a particular floor, adjoining rooms or a specific room requested.

11.7 Any complaint about the accommodation must be reported immediately at the scene, to the SC Touring Imobiliare SRL. Complaints that occur late cannot be taken into consideration, as initial conditions in which they occur cannot be replicated.

12. Tourists obligations:

The tourists will keep the room and inventory items in good condition, using them only for the purpose for which they were designed. It is forbidden to let rooms to third parties without prior written approval by SC Touring Imobiliare SRL. Upon departure, the tourist will leave the room in good condition and having a reasonable degree of cleanliness. If these provisions are not complied with, SC Touring Imobiliare SRL is forced to ask the tourist an additional payment. The tourists should inform SC Touring Estate SRL staff about any damage encountered during their stay and if necessary to pay the amount required to repair or replace items.

The room will be occupied exclusively by the number of people mentioned in the booking confirmation and / or in the contract, the children are considered persons. Exception may be the case in which SC Touring Imobiliare SRL agrees otherwise with the tourist in writing.

Inside Green Village Resort natural materials such as wood, reed, bamboo and flax dominate. The tourist is kindly asked to keep a low noise level and if there are smokers they are kindly asked to use specially designated outdoor smoking areas.

Smoking is strictly forbidden in rooms, restaurant, cinema and especially indoors. Any deviation from this rule shall be punished by EUR 100 / person.

Installing tents or other structures can be made only in the section specially designed for this purpose (Dolphin Camping).

Given the location of the Resort, the environment protection is a constant concern for us, so we promote a responsible attitude on this issue. Do not take a fire !!!

13. Responsabilitățile S.C. Touring Imobiliare:

SC Touring Imobiliare SRL is seriously treating its obligations and responsibilities regarding accommodation standards and documents signed with the tourists.

SC Touring Imobiliare SRL operates at the regulated and permitted standards in Romania.

The photos and descriptions from advertising materials made and published by SC Touring Imobiliare SRL both online and offline have an informal character. All information that refers to dimensions and distances are approximate.

14. Litigations

By purchasing services, the user agrees to the fact that the Romanian laws will govern "Terms and conditions" above and any dispute of any sort that might arise between the parties.

The parties can resolve disputes amicably, and if they are not resolved within 30 days of the occurrence, the parties may address the competent court in Bucharest.

15. Privacy and personal data protection

Booking data of the users is confidential. Only essential information needed for booking has to be sent to the Resort. Personal data could be transmitted to the authorities in order to check commercial transactions or to other authorities entitled to carry out any examination under the law, if this will be requested in accordance with the law. Booking details must be completed carefully, users having full responsibility regarding the accuracy thereof.

According to Law no. 677/2001 on the protection of individuals with regard to the processing of personal data and the free movement of such data, amended and supplemented, and the Law no. 506/2004 concerning the



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processing of personal data and privacy in the electronic communications sector, **Touring Imobiliare SRL** is required to manage safely and only for specified purposes, personal data that users provide about themselves and / or a family member, in order to benefit from the services requested by the user and supplied by the operator.

Touring Imobiliare SRL as operator of personal data registered in R.G.E.P.D.C.P. with processing no. **34948**, processes, through mixed resources, personal data provided by the user and / or his family members, freely and informed, having as purpose "hotel and tourism / advertising, marketing and advertising / administration of www.greenvillage.ro website".

It is necessary for the user to provide his data, as it is indispensable for processing. If the user does not agree with the processing, the consequence is that they will not benefit from the services offered. For the purposes of marketing and promotion services, **Touring Imobiliare SRL** will only process name, surname, phone, email address and mail address. The information processed is intended for use by **Touring Imobiliare SRL** and may be disclosed to its contractual partners, companies from its group and central / local public authorities according to the law. The data is not transferred abroad. According to Law no. 677/2001, user has the right to access the data, modify the data, the right to object and the right not to be subjected to an individual decision. The user has the right to object, free of charge and without justification, at any time, to processing of personal data for marketing purposes. To exercise specific legal rights, the user can submit a written, dated and signed request, to the operator.

Also, the user is given the right to appeal to justice and / or The National Supervisory Authority (www.dataprotection.ro).

Thank you!
Green Village Team