
BOOKING / CANCELLATION / NO - SHOW POLICY

SEASON 2019

Dear guests,

Our desire is to offer you a pleasant stay in our resort, so we have set a number of rules, which you should keep in mind when making a reservation at Green Village Resort

1. Booking

1.1. Booking of a room can be made by e-mail at reservations@greenvillage.ro or by the booking form available on the web site www.greenvillage.ro.

2. Rates

2.1. The resort rates are those displayed on the resort's website at the time of booking and confirmed by the booking department.

2.2. The rates are for minimum 5 nights between 28.06 - 12.09.2019. If the bookings are for 1-4 nights, the rates are increased by 10 euro / room and 20 euro / apartment.

2.3. For the period 31.05 - 27.06.2019 and 13.09 - 09.10.2019 the rates apply for a minimum of 3 nights. If reservations are for less than 3 nights, the rates are increased by 5 euro / room and 10 euro / apartment.

2.4. For the period 05.04 - 30.05.2019 and 10.10 - 31.12.2018 NO "Minimum stay" rates and the weekend extra-prices are applicable.

2.5. For bookings longer than or equal with 5 nights, no weekend extra-prices apply.

2.6. For accommodation in double rooms in single regime, the rate is reduced by: 12 euro / night (breakfast equivalent) and 30 euro / night (breakfast and dinner equivalent) for tourist packages with half board.

3. Booking guarantee

In order to guarantee a booking, the hotel requires a prepayment:

3.1. For periods 05.04 - 27.06.2019 and 13.09 - 09.10.2019: For a firm booking, **50% prepayment** of the total amount of the ordered services will be charged on the basis of a proforma invoice with a payment term of 5 working days after its issue, and the difference will be required to be paid at least 7 days before the check-in date.

3.2. For the period 28.06 - 12.09.2019: For a firm booking, **50% prepayment** of the total amount of the ordered services will be charged on the basis of a proforma invoice with a payment term of 5 working days after its issue, and the difference will be paid with at least 14 days before the check-in date.

3.3. If the check-in date is within 7 days of booking, the first night of accommodation with breakfast will be paid based on a proforma invoice with a payment term of 2 days after its issue, and the difference will pay at the reception desk.

3.4. For the "ANONIMUL" Film Festival, the full price of the booking will be charged in advance within 5 days of the receipt of the proforma invoice.

3.5. For bookings with special offers / special packages, the full value will be paid in advance, within 5 days of receipt of the proforma invoice.

4. Cancelling bookings

- 4.1. Cancellation of the booking is considered as valid by request ONLY IN WRITING to the Green Village Resort Booking Department at the e-mail address reservations@greenvillage.ro.
- 4.2. For periods 05.04 - 27.06.2019 and 13.09 - 03.10.2019: if the booking is canceled up to 7 days before the date of arrival, no penalty will be charged. If the reservation is canceled less than 7 days before the arrival date, but not more than 48 h, the first night of accommodation with breakfast will be retained.
- 4.3. For the period 28.06 - 12.09.2019: if the booking is canceled up to 14 days before the arrival date, no penalty will be charged. If the reservation is canceled less than 14 days but not more than 7 days prior to arrival, the first night of accommodation with half board will be retained. Cancellations less than 7 days before arrival date will result in 100% penalty and cancellation of booking.
- 4.4. If, during the stay, the tourist reduces his stay in the Resort, the amount originally paid is not refunded and does not compensate for other services.
- 4.5. For the "ANONIMUL" Film Festival the special cancellation conditions are:
 - *If the reservation is canceled more than or within 30 days before the start of the Festival, no penalty will be charged;*
 - *If the reservation is canceled less than 30 days before the Festival starts, 50% of the total reservation will be retained;*
 - *If the reservation is canceled less than 7 days before the start of the Festival or in case of no-show, the full reservation will be retained.*
- 4.6. **Upon cancellation of the special offer / special package reservation, the full reservation fee will be charged, fully paid in advance.**

5. "No-show" policy

- 5.1. For tourists not showing for accommodation on the day of entry in the reservation, the value of the whole stay will be retained, and the reservation will be canceled for the whole period ordered.

6. Payment policy

- 6.1. Payment is made in EUR or RON, by bank transfer, based on a proforma invoice. For RON payments, the NBR exchange rate will be calculated on the day the proforma invoice is issued.
- 6.2. For tourists who pay in EUR, it is necessary to attach an identity document other than that issued by an authority on the territory of Romania, stating that he / she is a citizen / resident of that country to justify a payment on Romanian territory in a currency other than the national currency of Romania.

7. Reimbursement policy

- 7.1. Reimbursement will only be done by requesting ONLY IN WRITING to the Green Village Resort Reservation Department at the email address reservations@greenvillage.ro, with the depositor's data, the account and the bank where the money will be transferred.
- 7.2. **We would like to remind you that upon the return of the advance money, after deduction of the amounts specified in points 4 and 5, bank fees related to the bank of the depositor will be retained.**

8. Arrival / departure policy

- 8.1. Check-in is made starting with 14:00 o'clock.
- 8.2. Check-out is made until 12:00 o'clock.
- 8.3. In case of late check-out, a one-night breakfast rate will be charged, as displayed at the reception.
- 8.4. Room check-in earlier than 14:00 (early check-in) will only be made with a request previously sent to the e-mail address reservations@greenvillage.ro and confirmed by the Reservation Department of Green Village Resort.

9. Transfer Policy: our location can only be reached by boat from Murighiol or from Tulcea.

- 9.1. * Persons who have not previously requested a reservation for the transfer service will not be picked up by boat.
- 9.2. * If you want transfer from Tulcea to Sf. Gheorghe, please click here www.navromdelta.ro/program-nave/
- 9.3. Transfer from Murighiol to Green Village Resort is made with our boats, and the duration is about 60 min.
- 9.4. Children aged between 0 and 5.99 years benefit of free transfer on board without reserved seat, and those between 6 and 11.99 years pay 50% of the rate and have a reserved seat on board.
- 9.5. In connection with the transfer, Green Village Resort operates the following boat trips:

Period 05.04 – 25.04.2019 & 01.10 – 15.10.2019

Trip 1 Murighiol – Sf. Gheorghe - 13:30, return 10:30
Trip 2 Murighiol – Sf. Gheorghe - 16:30, return 14:30

Period 26.04 – 30.09.2019

Trip 1 Murighiol – Sf. Gheorghe - 13:30, return 10:30
Trip 2 Murighiol – Sf. Gheorghe - 17:30, return 15:30

Period 16.10 – 14.01.2020

Trip 1 Murighiol – Sf. Gheorghe - 13:30, return 11:30

- 9.6. There are no transfers after the evening.
- 9.7. Maximum baggage allowance 20 kg / luggage / adult, 10 kg / luggage / child; for luggage exceeding this weight the fee of 0.5 euro / kg / baggage will be charged at the reception.
- 9.8. The place of embarkation is Star 2000 Parking - Rate: 15 lei / 24h / car.
Coordinates GPS: 45°02'36.9"N 29°11'29.0"E (45.043595, 29.191396)
- 9.9. Contact number for transfer details (only available on the transfer date): **0731 818 534**.
Tourists are asked to get to the pontoon 10-15 minutes before transferring from Murighiol to St. Gheorghe to have time to board.
In case of a delay and loss of the race, the reservation is canceled, and a new transfer is paid;
In this case, tourists have the following possibilities:
 - Take the transfer at 17:30 (paid) if it is available. Priority is given to tourists who have a reservation for that trip.
 - A special transfer can be organized - with an extra cost of 90 euro / boat / way for 1-3 persons or 135 euro / boat / way for 4-5 persons. The boat that can make the special transfer leaves from Sfântu Gheorghe and takes about 60 minutes to Murighiol.

10. Facilities for children and adults:

- 1 child aged between **0 - 5.99** (in room/apartment with 1-2 adults): 100% free accommodation and 100% free meals (baby-cot free, subject to availability; no extra bed);
- 1 child aged between **6 - 11.99** (in room/apartment with 1-2 adults): 100 % free accommodation (no extra bed) and 50% free meals;
- Second child aged between **0 - 5.99** (in room/apartment with 2 adults): 100 % free accommodation (no extra bed) and 50% free meals (baby-cot gratuit, subject to availability);
- Second child aged between **6 - 11.99** (in apartment with 2 adults): Extra bed (12 euro/noapte) and 50 % free meals;
- 1-2 children aged between **0 -5.99** (in room/apartment with 1 adult): double room tariff in “single” regime and each child has 100% free accommodation and 100% free meals for one child, the second child will pay 50 % free meals (baby-cot gratuit, subject to availability);
- 1-2 children aged between **6 -11.99** (in room/apartment with 1 adult): double room/apartment in “single” regime and each child has 100% free accommodation (no extra bed) and 50 % free meals.

11. Conditions for adults:

- The third adult (aged over 12) in double room/apartment with 1 bedroom: extra bed (12 €/night) and price of meals (100%);
- The fifth child (aged over 12) only in apartment with 2 bedrooms: extra bed (12 €/night) and price of meals (100%).

For further details that are not included in this document, please contact the reservations department at reservations@greenvillage.ro or the reception of Green Village Resort. Also, please visit us online on our website www.greenvillage.ro.

CONFIDENTIALITY POLICY

- 12.** The Provider and the Beneficiary agree during the course of this contract, not to disclose to third parties the content of the contract and not to multiply, use, copy or transmit any confidential information belonging to the other party for any purpose other than to fulfill its contractual obligations.
- 13.** Confidential information shall be deemed to be information obtained during the course of the contract and reasonably presumed to be confidential or otherwise indicated or identified as confidential by the other Party. In the event of non-compliance with this obligation, the defaulting party will be liable for damages in proportion to the damage caused.

SPECIAL PROVISIONS

- 14.** In the Green Village Resort, free access of tourists with 1 small / medium sized pet is allowed. The entrance fee is 15 € / night for large animals.
- 15.** The resort assumes responsibility for the missing or destruction of valuable property of tourists only if it is left for safekeeping in the Resort's vault.

16. Additional activities not included in the annexes are carried out at the request of the Beneficiary or the tourists, who assume any risk of injury, as well as liability in case of accidents to other persons. Additional services will be an annex to this agreement and will be paid directly to the reception desk by the tourists.
17. The provider does not have a medical office on the premises of the accommodation.
18. Any disturbing, offensive, violent or threatening behavior of the tourists may result in the cancellation of the tourists' accommodation without the return / transfer of the paid amounts.

Mentions:

- **Check-in time (14.00) and check-out (12.00) of the stay and late check-out conditions.** *If the check-out time is exceeded, the Provider will invoice the tourist for the "day use" rate, ie 50% of the contractual rate (excluding any meals included). "Late check-out" is considered until 18:00; after that hour one night's accommodation is charged.*
- *It is forbidden to remove / bring food and beverages from / to the Resort's restaurant, serving being only made in places especially suited for this purpose.*
- *The number of people who have the right to stay in the rented space. Any overrun of this number to the confirmed initial order directly compels the tourist to pay additional costs, calculated at the reception rate.*
- *The location allows accommodation with pets and the accommodation conditions with them (tax).*
- *During the stay you cannot change the meals and services ordered previously. If certain services cannot be performed for causes independent of the Provider (e.g. weather conditions), the services will be offset with other services made in the Resort at the same value during the stay.*