

# GENERAL TERMS AND CONDITIONS

## MC HOTEL

### CONTRACTING PARTNERS

The contracting partners are MC Hotel / Youth Center Žalec and the client/hotel guest (hereinafter referred to as the "guest"). If an order is placed on behalf of the guest by a third party, then based on joint and several liability, the third party together with the guest guarantees all obligations to the hotel arising from the contract.

### RESERVATION

The guest can make a reservation in writing via email at [mchotel@storitve-zalec.si](mailto:mchotel@storitve-zalec.si), by phone at +386 70 436 570, or in person at the hotel reception. The guest can also make a reservation through the hotel's website [www.mchotel.si](http://www.mchotel.si) or other online portals. In the case of reservations via online portals, the guest agrees to the reservation conditions of the portal and, consequently, also to the hotel's general terms and conditions.

### CHECK-IN

Check-in time is from 2:00 PM to 4:00 PM. Later check-in is only possible by prior arrangement.

The reserved room will be held for the guest on the day of arrival until 12:00 AM. In case of later arrival, the guest is obliged to inform the hotel in advance – no later than 12:00 AM on the day of arrival. If the guest fails to notify the hotel in time, the hotel is not obliged to hold the room for the guest and also has the right to charge the guest for no-show costs.

### CHECK-OUT

Check-out time is from 8:00 AM to 10:00 AM. Late check-out is only possible until 2:00 PM for a fee of €20.00, by prior arrangement and subject to room availability.

### PRICE LIST

Single room: €50.00 / room  
Double room: €75.00 / room  
Triple room: €90.00 / room  
Suite: €105.00 / suite  
Tourist tax: €2.00 / person per day

### INQUIRY AND RESERVATION TERMS

The guest can make a reservation in writing via email at [mchotel@storitve-zalec.si](mailto:mchotel@storitve-zalec.si), by phone at +386 70 436 570, or in person at the hotel reception.

The guest can also make a reservation through the online portal Booking.com. In the case of reservations via the online portal, the guest agrees to the portal's reservation terms and consequently also to the hotel's general terms and conditions.

For in-person reservations, payment for the full stay and services must be made immediately. For reservations made by phone or in writing via email, the guest will receive a proforma invoice at the email address provided. The payment deadline for the proforma invoice is 24 hours from receipt. Proof of payment must be sent by email. Upon receipt of the payment confirmation, the reservation is confirmed.

## **CANCELLATION OF RESERVATION**

A reservation can be canceled in writing via email at [mchotel@storitve-zalec.si](mailto:mchotel@storitve-zalec.si), or by phone at +386 70 436 570.

Cancellation fees are as follows:

- 22 days or more before check-in: €25.00
- From 21 to 3 days before check-in (inclusive): 50% of the total reservation
- 2 days or less before check-in (inclusive): 100% of the total reservation

## **RESERVATION CHANGES**

Changes to a reservation can be made at any time by phone at +386 70 436 570 or via email at [mchotel@storitve-zalec.si](mailto:mchotel@storitve-zalec.si).

## **PAYMENT TERMS**

The following payment methods are accepted: Visa, Mastercard/Eurocard, Diners, Maestro, cash, purchase order, or proforma invoice. If the payment method is a purchase order (applicable only for companies), the purchase order must be delivered physically to the hotel or sent by email to [hotel@mc-zalec.si](mailto:hotel@mc-zalec.si) no later than 12:00 PM on the day of the guest's arrival. If the purchase order is not received by the guest's arrival, the hotel will be forced to charge the guest for the stay. For payments via proforma invoice, proof of payment must be sent by email to [hotel@mc-zalec.si](mailto:hotel@mc-zalec.si). The proforma invoice must be settled no later than 24 hours after receipt.

## **EARLY DEPARTURES**

The hotel is not obliged to refund the guest/client for nights not spent in the event of an early departure. Any exceptions due to the reason for early departure require approval from management.

## **CHECK-IN AT THE HOTEL**

For security reasons, guests must present a valid identification document (ID card or passport) upon check-in. Upon check-in, hotel guests are required to complete a registration form, which must be signed.

Guests must provide credit card details as a guarantee. If the guest has already provided these details at the time of booking, the information must be presented again upon arrival for security reasons. The credit card must be physically present. Credit card information is stored for up to 5 days after the guest's departure and is destroyed after this period.

For exceptional services, the hotel has the right to charge the guest's credit card provided as a guarantee for the specific rooms and duration of stay listed on the registration forms.

If the guest does not have a credit card, a cash deposit of €100.00 is required as a guarantee. This deposit will be returned to the guest on the day of departure, provided there are no unpaid services or other incurred charges.

## **GUARANTEE**

For all reservations, a credit card guarantee is required, valid for the entire duration of the stay. Please use the same credit card upon check-in at the hotel. Special conditions may apply for certain companies or products. Debit cards (e.g., Maestro) are not accepted as a guarantee.

## **SMOKING**

Smoking is allowed only in the outdoor areas around the hotel and on the outdoor terrace of the MC Café. Smoking is prohibited in hotel rooms and elsewhere indoors. The hotel reserves the right to charge an additional €150.00 to cover cleaning, freshening, and airing of the room if a guest does not comply with the smoking rules. In addition to this amount, any damages caused may be charged separately.

## **PARKING**

Hotel guests have access to free outdoor parking spaces near the hotel. Parking spaces cannot be reserved. Bus parking spaces are also available.

## **DAMAGE**

By booking a room, the guest authorizes the hotel to charge their credit card for any damage caused in the guest's room or elsewhere in the hotel during their stay, or for any items missing upon the guest's departure.

## **EVENTS AT THE HOTEL**

Throughout the year, events and parties may take place in the hotel and restaurant, which could disturb the guest's rest. Guests are advised to inquire about such events before booking their stay at the hotel.

## **ORDERING ADDITIONAL SERVICES**

If additional services are requested from a third party, the guest agrees that their information may be provided to the service provider to ensure proper execution of the requested service. This applies to transportation services, laundry and dry cleaning, tour organization, and similar services.

## **GIFT VOUCHERS**

Gift vouchers are valid until the expiration date indicated on each individual voucher. If no expiration date is stated on the voucher, it is valid for one year from the date of issue. Gift vouchers must be presented before using the services in the hospitality area and upon check-in at the hotel reception. Only the original voucher is accepted; copies or scans are not valid.

## **PETS**

Pets are not allowed.