

RESERVATION TERMS AND CONDITIONS

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INDIVIDUAL RESERVATIONS TERMS AND CONDITIONS

Article 1

Individual table reservations (up to 12 people) shall be received primarily through our online form www.vrleti.com/reservations. After receiving the request for individual reservation, we shall respond to the query no later than **6 hours** from the moment of receipt. By filling out the form below, you agree that we may use your personal data for promotional purposes.

Article 2

A reservation request sent does not mean that you have booked a seat - it is necessary to check if there are seats available at the time of the request and if so, a reservation confirmation e-mail will be sent to you.

Article 3

If your online individual reservation request is accepted, a tolerable delay is 10 minutes. After that, the explicit right to the reservation is no longer valid, and unless the volume of work in the restaurant allows otherwise, the right of reservation is ceded to the guest who is the first on the waiting list.

The delayed guest who has made the reservation is then entered on the waiting list as the first on the list, and if he/she fails to show up within 15 minutes from the moment of registration on the waiting list, the reservation shall be considered void.

Article 4

Reserved tables shall be made available 5 minutes before guest's scheduled arrival. It is the restaurant's policy to clean the table before seating new guests (if the table was occupied). Thank you in advance for your patience and understanding.

Article 5

During off-peak hours the expected food waiting time is minimum 30 minutes, while during peak hours, the expected time is longer depending on the type

of order, and your waiter will certainly let you know and give you a kind explanation.

GROUP RESERVATIONS TERMS AND CONDITIONS

Article 1

The restaurant shall be open for groups (13+ persons) upon prior announcement. Group reservations shall be received primarily through the form provided on our website. Clients sending a query via e-mail, call, sms or a message on social networks will be referred to our online form at: **www.vrleti.com/smjestaj**.

Article 2

Received group accommodation queries shall be responded to in line with the content marked by the client using the web form, at the latest **12 hours** from the moment of receipt.

If no capacities are available or if we are unable to accommodate the request, we shall notify the client of an alternative accommodation date, within the limits in which we can meet the request and all set standards. If the new offer is not accepted, we shall thank the client for his/her interest in staying in our hotel- restaurant with the hopes that we will cooperate in the future.

Article 3

When preparing an offer, each offer is assigned a unique number and once the offer is sent out it is entered into the offer register along with the following details: the sending date, the offer validity period, name and surname / the name of the organization, as well as contact information.

If the client requests modifications to the offer, the number of the modified offer is added to the unique number when sending out the new modified offer.

Article 4

These Terms and Conditions generally distinguish among 4 types of season during one financial year:

- **pre-season:** 1 March – 1 June;
- **season:** 1 June – 1 September; 1 December – 1 March
- **main season:** 25 July – 25 August; 20 December – 20 January
- **post-season:** 1 September - 1 December

Certain rules and articles may apply differently depending on the season.

Although the period during the International Women's Day (8 March), the International Labour Day (1-2 May) and All Saints (1 November) falls in pre-season, that is post-season, on those dates and minimum 1 day before and after these dates, the rules applicable to the main season shall apply.

RESERVATION MANAGEMENT SEASON AND MAIN SEASON

Article 5

During the main season, we require at least 24 hours' notice following the confirmation of the menu and the price offer to accommodate reservation requests for a group of **13-17 persons**.

For a group of **18-27 persons**, the menu and the price offer need to be accepted at least 3 days before scheduled arrival, and for a group of **28+ persons**, the menu and the price offer need to be accepted at least 5 days before scheduled arrival.

PRE-SEASON AND POST-SEASON

Article 6

During the pre-season and post-season, we require at least 24 hours' notice following the confirmation of the menu and the price offer to accommodate reservation requests for a group of **13-17 persons**.

For a group of **18-27 persons**, the menu and the price offer need to be accepted at least 2 days before scheduled arrival, and for a group of **28+ persons**, the menu and the price offer need to be accepted at least 3 days before scheduled arrival.

RESERVATION CONFIRMATION

Article 7

We distinguish between group reservations for natural and legal persons. Depending on the season, the terms and conditions for confirming your reservation may vary based on multiple criteria.

LEGAL PERSONS

Article 8

Regardless of the season, for a group reservation of accommodation to be considered confirmed, the client is required to pay a deposit of at least **30%** of the total amount, regardless of the number of guests.

NATURAL PERSONS

Article 9

Regardless of the season, natural persons are not required to pay a group reservation deposit.

PAYING A RESERVATION DEPOSIT

Article 10

If the legal or natural person comes from the territory of Bosnia and Herzegovina, the payment of a reservation deposit shall be made to the following bank account: Raiffeisen Bank, **1610200069370036**, and if it is a foreign national, the payment of a reservation deposit shall be made to a foreign currency account at UniCredit Bank, IBAN: **BA39 3382 3048 6326 2282** , **SWIFT: UCRBA 22**.

OFFER VALIDITY PERIOD

Article 11

Daily capacity for receiving groups is limited. The client is required to confirm in writing whether he/she accepts the submitted menu and the offer within the following deadlines:

- 1 day if the offered services are to be provided in next 5 days;
- 3 days if the offered services are to be provided in next 15 days;
- 5 days if the offered services are to be provided in next 30 days;
- 7 days if the offered services are to be provided in one month or more.

Confirmation of the reservation may also include payment of a deposit within the stated deadlines provided that terms and conditions from Articles 6 and 7 above are fulfilled. If the client does not confirm, pay or send proof of payment within the set deadline, the reservation shall be void.

LIVE MUSIC IN THE RESTAURANT

SEASON AND MAIN SEASON

Article 12

During the season and the main season, live music can be arranged for celebrations, receptions, christenings, weddings and team building events for up to 25 people in a separate and closed part of the restaurant. Live music shall be arranged entirely by the client.

The allowed time for live music is midnight - 00:00h. An exception until 1 a.m. may be agreed if the group has fully booked the hotel. After the music is finished, the guests can be served drinks after that if so agreed, but no later than 3 a.m.

PRE-SEASON AND POST-SEASON

Article 13

During the pre-season and post-season, except in a separate part of the restaurant, live music can be arranged for celebrations, receptions, christenings and team building events for a large group of people - up to 75 guests. Live music shall be arranged and paid for entirely by the client. Service provider reserves the exclusive right to choose the playlist.

The allowed time for live music is 11 p.m. An exception until midnight - 00:00h may be agreed if the group has fully booked the hotel.

CANCELLATION POLICY

PRE-SEASON AND POST-SEASON

Article15

The cancellation of the announced and confirmed group reservation must be made in writing.

In the pre-season and post-season, the client may cancel the confirmed reservation without charge provided that such cancellation is made no later than 10 days before the announced arrival date.

If the group reservation is cancelled less than 10 days and more than 3 days before the start of the service, the service provider reserves the right to charge the client 50% of the total booking sum for damages.

If the group reservation is cancelled less than 3 days before the start of the service, the service provider reserves the right to charge the client 80% of the total booking sum for damages.

SEASON AND MAIN SEASON

Article 16

The cancellation of the announced and confirmed group reservation must be made in writing.

In the season and main season, the client may cancel the confirmed reservation without charge provided that such cancellation is made no later than 15 days before the announced arrival date.

If the group reservation is cancelled less than 15 days and more than 5 days before the start of the service, the service provider reserves the right to charge the client 50% of the total booking sum for damages.

If the group reservation is cancelled less than 5 days before the start of the service, the service provider reserves the right to charge the client 80% of the total booking sum for damages.

Blidinje, 1 December 2019