

Provider:

ORANTUR d.o.o.

Family village 12,

8220 Šmarješke Toplice

www.air-glam.com

tax number: SI69781494

registration number: 8877645000

TRR opened at LON d.d .: SI56 6000 0000 1042 821

## **1. General provisions**

The seller or. The AirGlam service provider and the entities and persons performing the rental of the aircraft as accommodation (hereinafter referred to as AirGlam) will make every effort to ensure the accuracy and timeliness of the information on its website, but does not assume any responsibility for its accuracy and integrity. All users of the website use the published content at their own risk. Neither AirGlam nor any other legal or natural person involved in the creation and production of this website shall be liable for any damages arising from access to, use of or inability to use the information on this website or for any errors or omissions therein. content.

In the general terms and conditions, we treat all users of the provider's website and visitors to the AirGlam aircraft under the term Guest.

All information and images contained on the AirGlam website are subject to copyright or other forms of intellectual property protection to the extent permitted by law. The documents published on the website may only be reproduced for non-commercial purposes, provided that all the stated copyright or other notices are stated and may not be copied, reproduced or otherwise distributed for commercial purposes.

AirGlam reserves the right to change the content of the website at any time, in any way and for any reason without prior notice. In doing so, it assumes no responsibility for any consequences of such changes.

General terms of purchase or. online bookings have the character of a contract.

In the case of online reservations, it is considered that the Guest has read these General Terms and Conditions and agrees with them.

## **2. Protection of privacy and use of personal data**

AirGlam will protect all obtained data on the Guest in accordance with the applicable Slovenian and European legislation.

## **3. Reservation capacity**

AirGlam offers the option of direct booking on the website.

No prepayment is required to book accommodation in AirGlam. In case of non-arrival or cancellation of the reservation, AirGlam will charge the credit card for the amount in accordance with the conditions of cancellation or general conditions, of which the Guest is notified at the given e-mail address.

#### **4. Purchase procedure or online reservations**

The following technical steps are available to the Guest in the purchase process: The Guest enters the required personal data, credit card information and reviews the selected reservation.

After the reservation / purchase The guest receives a message about the reservation to his e-mail address. The guest receives the invoice after the final service, namely at the reception of the Gregorčič Mansion.

#### **5. Order**

The submitted reservation is stored in electronic form on the server of the Information System. The guest will automatically receive a message at the given e-mail address with the content of the reservation or confirmation of the debit card charge when booking AirGlam. It is recommended that the Guest shows the received content upon check-in on the day of arrival.

#### **6. Prices, descriptions of packages and services**

All prices are in EUR, include VAT and are valid at the time of order confirmation. AirGlam reserves the right to make changes to prices, written text and content descriptions without prior notice. All services are charged at the prices valid on the day of using the services. Some images are symbolic in nature and do not always fully reflect the actual situation.

#### **7. Special conditions**

All guests staying on the plane must be registered upon arrival. In case of non-compliance with what has been written, we reserve the right to charge the Guest a higher price for the service or deny him a stay.

#### **9. Cancellation**

The guest has the right to cancel the reservation. In the event that the guest cancels the arrangement, AirGlam is entitled to reimbursement of costs due to cancellation, in accordance with the notice period.

Cancellation due to force majeure

The guest can claim the mentioned cancellation in the following circumstances:

- death, accident or unexpected deterioration of health, which prevents the Guest from traveling. A medical certificate or death certificate must be submitted upon application. A medical certificate must be issued before the start date of the trip. The medical certificate must contain an indication that the Guest is not fit to travel or is not advised to travel for medical reasons.

- deaths of relatives (spouse, common-law partner, parents, father-in-law, mother-in-law, children, son-in-law, daughter-in-law, brother, sister, grandson, granddaughter,

grandparents), which prevents the Guest from traveling. A death certificate is required for enforcement.

- Accidents or unexpected deterioration of the health of the passenger's immediate relatives (spouse, common-law partner, parents, children, brother or sister), which prevents the Guest from traveling due to necessary care or hospitalization. A medical certificate must be submitted upon application. The medical certificate must be issued before the start date of the trip.

- mobilization of civil protection and calls on judicial and administrative authorities, where the presence of a passenger is mandatory. Upon enforcement, it is necessary to submit an official invitation from a judicial or administrative body or the competent civil protection body.

- declaring an epidemic in the country of residence and / or the country of travel, as well as in transit countries, which would prevent the Guest from arriving at the destination. Upon enforcement, only the official declaration of an epidemic issued by the competent authorities of each country is authoritative. This condition must be met no later than one day before arrival at the selected destination.

- classification of the Republic of Slovenia or a transit country (which would prevent the Guest from arriving at the destination) on the red list of countries: countries with a worsened epidemiological picture, by a free body or government institutions of the Republic of Slovenia, which would mean mandatory quarantine for the Guest upon return to Slovenia or the country of permanent residence. This condition must be met no later than one day before arrival at the selected destination.

- ordering of obligatory quarantine to the passenger by the competent authority, which prevents the Guest from traveling. The date of quarantine, as stated in the official decision, must be valid during the Guest's trip. This condition must be met no later than one day before arrival at the destination.

Natural disasters in the place of residence, which make it impossible for the Guest to travel. A natural disaster is any natural or other disaster where the human factor is excluded as the cause (drought, hail, fire, flood, etc.) and where the life, health and property of the passenger and / or his immediate family are endangered or affected. Upon enforcement, an official document from the relevant state office must be submitted.

The guest has the right to cancel the reservation due to force majeure and thus refund the funds paid only and exclusively in case of cancellation of the contract / reservation no later than one day before the scheduled date of stay on the aircraft recorded in the reservation. The guest must cancel the reservation in writing via email at

info@air-glam.com. The reservation must be canceled no later than one day before the scheduled start date of the stay, no later than 3 pm.

If the Guest does not cancel the reservation in writing by the day set as the beginning of the stay on the plane, in accordance with the reservation, he has no right to claim a refund. Force majeure must be documented by valid official documents and in such a way that it could not have been foreseen or avoided before the conclusion of the contract.

Notwithstanding the fact that the Guest has justifiably canceled his reservation, AirGlam is entitled to a refund of administrative reservation costs.

AirGlam will refund the Guest the amount of any advance paid, less the amount of administrative reservation costs.

In the event of a change of the reservation at the Guest's own request, without any reason on the part of AirGlam due to improper service, the Guest has no right to claim any compensation or price reduction. The cancellation

must be sent by the Guest in writing or by e-mail to [info@air-glam.com](mailto:info@air-glam.com) or to the AirGlam reservation service: Šmarjeta 51, 8220 Šmarješke Toplice, Slovenia.

Early departure

In the event of the Guest's early departure from the accommodation, AirGlam reserves the right to charge the full amount of the booked service.

#### **10. Other provisions**

AirGlam may refuse to fulfill its obligations under the reservation if it finds that for any reason it has not received the intended payment.

#### **11. Final provisions**

General terms of purchase or online bookings have the character of a contract. With the purchase or reservation the guest confirms that he is informed of these general provisions and that he agrees with them. Paid funds cannot be returned in cash. All prices from the AirGlam offer already include value added tax.

Any disputes between the parties arising out of or in any connection with the reservation shall be settled amicably. Otherwise, the dispute will be resolved by the competent court in Novo mesto.

In case of suspicion that the guest could violate the written house rules, AirGlam has the right to deny the Guest a stay.

#### **12. Cookies**

When booking or purchasing services in accordance with the Guest's permits, AirGlam also collects data on the Guest's use of the website [www.air-glam.com](http://www.air-glam.com) with cookies and similar technologies. More information on how we use these technologies is available in the Cookie Policy.

#### **13. Validity of these general terms and conditions**

The General Terms and Conditions are valid from 1 August 2021 onwards.

#### **15. Contacts**

AirGlam

Email: [info@air-glam.com](mailto:info@air-glam.com)

Phone: +386 7 292 7220