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# VILA SILVIA

## SOVATA

### ANNEX 1 TO THE ACCOMODATION SERVICES FRAMEWORK CONTRACT

Terms and conditions of services at VILA SILVIA

**Sovata, str. Verii nr. 2, Mures county, Romania**

Our willing is to provide you a successful and unforgettable experience in terms of accommodation and other services; in this regard, we have established some rules we ask you to consider before, during and after your stay period at VILA SILVIA. The following terms and conditions apply directly to all our services available online, via email or by phone. By using our website [www.vilasilvia.ro](http://www.vilasilvia.ro) or [www.vila-silvia.ro](http://www.vila-silvia.ro), our email or phone number to make an appointment, you confirm that you read, understood and agreed all terms and conditions set out here. The content of these pages and the online reservation service offered on the website are property and are operated by VILA SILVIA and are provided only for your personal use. We offer information about our villa with the services provided and an online platform through which you can send your reservation request. By submitting the reservation request through the <http://www.vilasilvia.ro/ro/rezervare.php>, you enter into a legally contractual relationship with the INSTA GROUP S.R.L.-VILA SILVIA, followed by our direct interact with you, by confirmation email, in the name of the villa, for the required services. Below, the accommodation establishment will be called **VILA SILVIA**.

#### **Accommodation offer**

All prices are listed at the reception, in EURO including VAT and other fees. Custom price will be sent to each client by booking confirmation. The euro-lei exchange rate for payments in lei will be announced to the clients at the time of booking /BCR rate at the invoice dated.

Rooms/apartments are equipped with double bed, bathroom (shower, WC, bidet, hairdryer, natural or mechanical ventilation, hygienic (and) sanitary elements), air-conditioner, LCD TV, secured card access. Accommodation rates include for free, the following facilities: breakfast–buffet dinner, WIFI internet, exterior terrace and access to the grill, parking for 1 car/room (apartment), safe, sauna, fitness, water and tea/coffee heater in the room, bicycles (limited to the available number).

Chargeable facilities: minibar content, massage, mandatory package in case of the grill use (disposable cutlery and crockery, coals, garbage bag), coffee+ bar services, extra bed for children aged up to 12 years, laundry washing. Prices for chargeable facilities are listed at the reception and are displayed in each room.

Children accompanied by parents, are charged as follows:

- Free of charge, one child aged from 0 to 6 years, in the same room with the parents, without extra-bed (the existing beds are used);
- One child aged from 0 to 6 years, in the same room with the parents, with extra-bed, will be charged with 15 Euro/night;
- One child aged from 6 to 12 years, with extra-bed, will be charged with 50% of the cost of one stay period;
- 12 years old children and older, will pay the full price of a stay period;
- One room has a maximum capacity of one extra-bed;
- There is no place for little beds in the room.



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- Pets are not accepted.
- Reception program is from 8.00 to 16.00. After ending this program, accommodation can be made with at least 4 hours preliminary announcement before arrival.
- Bookings made in the same day, are available until eight o'clock in the night, with a prior announcement of the estimated time of arrival.
- Availability for an extra-bed for children in a room is for 1 piece, the extra-bed is available upon request and the availability must be confirmed by the accommodation establishment at the time of booking.
- According to law no. 15/2016, smoking is not allowed inside the accommodation establishment. Smoking is allowed only in exterior specially built spaces and on the balconies.
- The access in the accommodation establishment after eight o'clock in the night will be by an access card provided by the receptionist at the time of the first accommodation.
- Accommodated persons are not allowed to bring third persons in the accommodation spaces, which are not guests at VILA SILVIA.
- In case of using the grill, the accommodated persons must comply with the following rules:
  - The grill kit for use will be purchased from the reception - disposable cutlery and crockery, coals, garbage bags.
  - Alcoholic beverages can be purchased only from the bar of VILA SILVIA.
  - After consuming, the household refuse will be gather in the garbage bag and thrown in the trash recipient.
  - VILA SILVIA does not sell food for preparation on the grill and in the same time, does not store customers 'food. Food storage in the refrigerators of VILA SILVIA is prohibited. The responsibility for cooked food is owed exclusively by the customers who have used the grill.

### **Confidentiality**

VILA SILVIA uses high ethical and moral standards, observing your intimacy. Except the cases in which the law will require disclosure in any relevant jurisdiction, we will not disclose personal information to third parties without your consent.

### **The debit card**

VILA SILVIA requests details about your valid debit card in order to guarantee your booking, if the booking is made via the website [www.vilasilvia.ro](http://www.vilasilvia.ro) and other partner sites.

### **Beneficiaries' notification**

By visiting the booking form through which you will send your personal data for completing an availability application, you declare that you agree to the following:

- That your required personal data to be collected, stored and processed by VILA SILVIA
- That the personal data to be used for an indefinite period for subsequent contacts
- To receive from the part of VILA SILVIA various offers or newsletters with special packages

### **Accommodation and breakfast program**

Accommodation day begins at 14:00 and ends at 11:00 of the next day, but where applicable, booking can be made earlier.

- Breakfast is served every day between 8.00 and 10.30.



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### Methods of payment

Debit cards are accepted (MasterCard and Visa), as well as payment in cash or by bank transfer. By filling in the booking form, you agree to the booking terms and conditions. At departure, when the final note is paid, the accommodation establishment will charge the customer the additional services required and not included in the price of accommodation.

### Booking conditions

- The available accommodation spaces will be communicated by VILA SILVIA via e-mail, following the reservation requests made online, via e-mail or by phone. Reservation availability will be transmitted to the beneficiary in a document sent by email, which will contain all the information required for confirmation.
- Booking order will be confirmed or denied in writing by the accommodation establishment, within maximum 24 hours. Supplementation or extension of ordered hotel services will be the subject of a new reservation, these orders following to be confirmed or cancelled by VILA SILVIA.
- The rooms are rented for a minimum of 2 nights in the weekends, and for a minimum stay of 3 nights on Christmas, New Year, Easter, 1 May, St. Mary and other legal holidays.
- Rooms can be rented also as singles.
- To guarantee the reservation, VILA SILVIA may require as prepayment a minimum payment of 30% of the counter value of ordered services, payment which will be made by the applicant within 5 working days from the moment of receipt by email of the reservation confirmation. In the case of payments to guarantee reservations, bank charges are borne by the reservation recipient.

### Conditions for booking amendment or cancellation

By making a booking, you accept and agree with the cancellation/failure to present conditions and other additional terms that may apply to enter the reservation or during your stay period, including the services performed and the products offered by the accommodation establishment. During the weekends, reservations are made for a minimum of 2 nights, and if you give up one of them, both will be paid, regardless the reason cancellation. A reservation cancellation without penalty will be communicated in writing at least 5 days in advance, using the email address [contact@vilasilvia.ro](mailto:contact@vilasilvia.ro). Prior of booking, we recommend you to carefully read the terms and conditions of cancellation/failure to present. If the reservation is canceled in accordance with the above conditions, the sums received by way of the advance will be refunded, less the related bank charges, regardless of whether internal bank operations are performed in Romania or outside Romania. All changes, write-off and cancellations will only be made in writing via e-mail, detailing the date and name of the person who made your booking, respectively the reservation number. If cancellation is made 7 days prior to the beginning of your stay period, there is no charge, and the amounts cashed in advance will be refunded (situation in which an advance was paid). If cancellation is made less than 7 days or in case of failure to present, the equivalent amount for 1 (one) night of accommodation will be charged for the number of rooms for which the reservation was made.

### Parking

The parking is for free at the accommodation establishment, limited to the available places. VILA SILVIA undertakes no responsibility for the integrity of the cars parked and/or objects left in the cars.

### Safety of personal belongings

Every room in VILA SILVIA has a safe. The accommodated person can use the safe for free. Numerical combination for lock/unlock will be known only by the user. We do not undertake any responsibility for objects



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forgotten or lost in the accommodation establishment. If they are found in the room or common spaces, they will be sent via courier with payment at the mentioned address.

**Pets**

Pets are not accepted in the accommodation establishment.

**Claims and complains**

We reserve the right to keep and to debit clients' account/card irrespective of their wish, in some of the following most unlikely situations: in case of departure without payment, in case of cancellation lake according the conditions established above, including failure to presentation, without a written approval by the recipient of the services. Any controversy, dispute or claim which may arise as a result of non-compliance with the condition of our establishment, will be solved amicably, and if this is not possible, other legal methods will be used. The staff of the accommodation establishment reserves the right to notify the police bodies in the case of infringement actions, acts and/or behaviors contrary to the law and rules of conduct.

**Final clauses**

We believe that any person who requires and benefit of the services of our pension has acknowledged the above mentioned terms and conditions and has implied accepted them.

**Changes**

VILA SILVIA can update the contractual terms and conditions and may revise the procedures for improving the services offered, at any time and without notice.

OWNER VILA SILVIA

S.C. INSTA GRUP S.R.L.

HEADQUARTERS: TIRGU MURES, STR. CAMINULUI NR. 35, J 26/621/1997, tax identification code RO 9808027

WORKING POINT: VILA SILVIA, SOVATA, STR. VERII NR. 2

IBAN ACCOUNT IN LEI: RO42RNCB0188034979640132

IBAN ACCOUNT IN EURO: RO15RNCB0188034979640133

BANCA COMERCIALA ROMANA, SWIFT CODE RNCBROBU

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