



## GENERAL TERMS AND CONDITIONS OF SALE – GREEN VILLAGE 4\* RESORT 2024 SEASON

**Updated on 01.12.2023**

Dear Explorer,

We are glad that you have chosen to discover one of the most beautiful places in the world, where the Danube embraces the Black Sea!

We invite you to customize your holiday according to your taste and needs, but first, please see our list of terms and conditions for booking/sale.

### **1. Booking through the ONLINE platform**

Reservations made through the online reservation platform, on the website [www.greenvillage.ro](http://www.greenvillage.ro), benefit from a 10% discount on reserved accommodation and meal services.

Reservations made through the online reservation platform, on the website [www.greenvillage.ro](http://www.greenvillage.ro), are guaranteed by full payment, at the time of reservation, with debit/credit card/vacation vouchers.

Reservations for which the guarantee is not made at the time of online booking, will be canceled without prior information.

The 10% discount applies to all services, except: optional services not included in the reserved services/packages, Early Booking, Last Minute, Promo rates, service packages and special offers presented in the section <https://www.greenvillage.ro/oferte-speciale/>. The rates and terms of sale are specific to each package of services/offers.

### **2. Booking through the Booking Office**

The offers prepared, accepted and reserved through the Reservations department (via email or phone) are guaranteed by the payment of an advance of 50% of the total value of the reservation, within a maximum of 5 days from its confirmation.

The offers based on the service packages presented in the section <https://www.greenvillage.ro/oferte-speciale/>, accepted and reserved through the Reservations department (via email or phone), are guaranteed according to the terms and conditions of each package of services/offer, these being mentioned in the description pages of the packages.

In the case of reservations made less than 15 days prior to stay, the guarantee is made by full payment, within a maximum of 3 days from confirmation.

Reservations whose guarantee was not made within the mentioned terms, will be canceled without prior information.

In cases where the reservation is made less than 15 days before the start of the stay, the payment will be made in full, within a maximum of 3 days from the confirmation of the reservation.

### **3. Payment methods**

For the reserved services, you have the possibility to pay by card, by bank transfer, with holiday vouchers or holiday cards, the electronic version of holiday vouchers.

In the case of payment with vouchers or holiday cards, depending on the total payment amount of the reserved services, the following situations may exist:

- The value of your holiday is equal to the value of the holiday vouchers;
- The value of your holiday is greater than the value of the holiday vouchers. In this situation, the difference between the value of the package of services and the value of the holiday tickets must be paid by other means of payment (cash, payment order, card etc.);
- The value of your reservation is lower than the value of the holiday tickets. In this case, because the legal provisions prohibit the refund of any value differences, it will be necessary to add additional services to the existing ones, until the value of the vacation tickets is reached.

#### **4. Modifications/Cancelations**

Reservations can be canceled without penalty if cancelled at least 15 days prior to the start of the stay.

Cancellation or modification of the stay period, communicated with less than 15 days prior to the start of the stay, will attract a penalty of 100% of the value of the purchased tourist service.

Reservations for the service packages displayed in the <https://www.greenvillage.ro/oferte-speciale/> section are subject to the Modification/Cancellation conditions, mentioned on the package description pages.

In the event that the tourist wishes to reduce the period of stay in the resort, during the stay, the value of the initially paid services is not refundable nor can it be compensated with other services.

All the amounts mentioned above will be retained by Green Village 4\* Resort, from the advance or the total tariff of the tourist service paid by the tourist, without the need for the intervention of the courts.

**During the "Anonimul" Film Festival (August 05-20, 2024),** the special cancellation conditions are:

- If the reservation is canceled 30 days or more prior to the start of the Festival, no penalty will be charged;
- If the reservation is canceled 15-29 days prior to the start of the Festival, a value of 50% of the total reservation will be retained;
- If the reservation is canceled 1-14 days prior to the start of the Festival or in case of no-show, the entire value of the reservation will be retained.

#### **5. Minimum of services for bookings**

- for the periods 26.04 - 31.07.2024 and 01.09 - 21.10.2024, reservations will include at least accommodation and breakfast services;
- for the period 01.08 - 31.08.2024, reservations will include at least accommodation and half board (breakfast and dinner).

#### **6. Supplements for children and adults**

- For children between 0-2.99 years, accommodation and meals are offered free of charge (baby-cot free, subject to availability)
- For each child between 3-11.99 years old:
  - 50 lei/night/child (breakfast included);
  - 115 lei/night/child (with half board included).
- Attention! The extra bed is optional; must be requested and paid separately.
- Children over 12 pay full price for all services (extra bed, if accommodated with 2 adults).

### **Extra bed**

- For children (0-11.99 years) or adults: 60 lei/night (not including meals).

### **Half board (breakfast and dinner) details**

- Dinner served in the "half board" regime includes only water. The rest of the drinks will be ordered "a la carte".
- Dinner can be served in the "plate service" or buffet style (for a minimum of 30 people).
- Special menus (Halal, Kosher) are available upon request and only with the prior confirmation of Green Village 4\* Resort.

The reserved and paid meal plan cannot be changed during the stay.

### **7. Accommodation possibilities - maximum per room type**

- Standard rooms Egreta area (Adults only): 2 adults;
- Standard rooms in the Lebăda and Pelican area: 2 adults + 1 child (0 - 11.99 years) or 3 adults;
- Standard Room Stârcul Alb area: 2 adults + 1 child (0 - 11.99 years);
- Superior or Premium Room in the Lebada and Pelican area: 4 people (only adults)
- 1-bedroom apartment: total 4 people, regardless of the composition of adults + children (1+3/2+2/3+1/4+0).

The rooms and apartments are equipped with matrimonial or twin beds with a system for joining and leveling the mattresses.

### **8. Other mentions**

- Reservations are made based on the availability of accommodation and depending on the type of rate (in the case where the sales campaigns are limited in time, the offers/promotions may have a limited number of packages allocated), at the time of the written confirmation of the clients;
- Special offers/service packages cannot be combined with each other or with other types of promotions or freebies;
- Accommodation spaces are allocated exclusively at the Green Village 4\* Resort Reception, close to the day of arrival;
- The "Egreta" area is intended exclusively for adults. In this area, accommodation is only possible for people who have reached the age of 18 at the time of the start of the stay;
- For access to dinner, it is mandatory to wear the wristband at the Green Village 4\* Resort Reception, given at the time of check-in.
- Tourists can come accompanied by pets for which they will pay the Resort access fee of 60 lei/pet/night and will notify the Provider in advance.
- Green Village 4\* Resort reserves the right to modify rates and offers at any time, without prior notice. Reservations guaranteed until the time of change will be provided at the confirmed rates.
- Smoking is strictly prohibited in the rooms, restaurant, cinema and especially in all enclosed spaces! Smoking is allowed only in specially arranged spaces!

In case of non-compliance with this provision, the tourist has the obligation to pay a penalty in the amount of 500 lei/violation, and in the case of a sanction applied to Green Village 4\* Resort pursuant to Law no. 15/2016, the tourist will fully compensate Green Village 4\* Resort with the value of the sanctions applied.

**Green Village 4\* Resort Team**