

## RESERVATION POLICY UPDATE – 100% FREE CANCELLATION

Dear guests and friends,

We hope you and your loved ones are well, and that we will all happily welcome the end of this pandemic caused by COVID 19.

These are demanding times for all of us and we need to be flexible and face new challenges.

As we all hope this will be over as soon as possible and that we can find some time to rest this summer, below we provide information regarding the new reservation policy.

We will provide all possible protection for all of you who will come this summer because your health and the health of our employees comes first.

Due to the current situation caused by COVID 19, the possibility of using the campsite is also planned for October this year.

### **NEW BOOKING**

For all bookings received after 01.04. onwards for the 2020 season:

- advance payments and reservation fees are not required
- Cancellation until 1 (one) day before arrival for 2020, free of charge

### **EXISTING BOOKINGS**

For all existing bookings for 2020, we can offer the following options:

- Change the date of your stay in 2020 without additional charge
- Transfer the reservation to 2021 without additional charge (you can inform us later about the exact dates)
- Cancellation until 1 (one) day before arrival for 2020, free of charge

All of you who have booked through the agencies, please contact them in case you have any questions regarding your reservation because they determine the policy of changing or cancelling the bookings.

We will continue to inform you about changes related to the current situation. In the meantime, we would like to welcome you with the message to protect yourself and your loved ones because, at this point, health must come first.

We hope to see you soon in Bale and campsite.

Kind regards,

Team Mon Perin