



Planinsko društvo Radovljica

CANCELLATION AND RESERVATION MODIFICATION POLICY

1. Free Cancellation

Guests may cancel their reservation free of charge up to 2 days before the scheduled arrival date.

2. Cancellation Less Than 2 Days Before Arrival

If a reservation is cancelled less than 2 days before arrival, a refund is generally not available. An exception applies in the cases described in Section 4 of this Policy, where the guest requests a refund due to justified and verifiable circumstances.

If the refund request is approved, a cancellation processing fee of 10% of the total reservation amount will be deducted from the refunded amount.

3. No-Show

If a guest fails to arrive within the designated check-in time on the day of arrival, does not notify the accommodation provider of a later arrival time, and has not cancelled the reservation in advance, the reservation will be considered a no-show.

In this case, the full reservation amount will be charged as a no-show fee, and no refund will be issued.

4. Cancellation Due to Unforeseen Circumstances

If a cancellation occurs within two days before arrival due to unforeseen, urgent, or exceptional circumstances, the guest may request a refund.

Only the following are considered exceptional circumstances:

- Illness
- Injury
- Death of an immediate family member

Weather conditions and changes in weather are not considered exceptional circumstances.

To have a refund request considered, the guest must provide appropriate supporting documentation, such as:

- a medical certificate in case of illness or injury
- an official certificate issued by a competent authority
- other credible documentation proving the reason for cancellation

Refunds cannot be granted without appropriate documentation proving the exceptional circumstances and relating to persons included in the reservation.

If the unforeseen circumstance applies to only one person within a group reservation, the request will be considered only for that individual, and a refund for the entire group cannot be granted. A refund request also cannot be made for a person who is not registered in the reservation system.

All refund requests due to unforeseen circumstances, along with supporting documentation, must be sent to info@pdradovljica.si.



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5. Invalid Refund Requests

Refund requests that do not comply with this Policy or do not meet the refund conditions will not be considered.

6. Reservation Date Changes

Guests may modify their reservation independently through the reservation system up to three times.

In the event of unforeseen circumstances described in Section 4, a reservation may be rescheduled once within the same calendar year, subject to availability of dates.

If the originally booked room is no longer available on the desired date, the reservation may be moved to another available room.

- If the new room is more expensive, the guest must pay the price difference.
- If the new room is cheaper, the price difference will not be refunded.

7. Reservation Changes After the Free Cancellation Deadline

After the free cancellation deadline (2 days before arrival), no further changes to the reservation are possible.

This includes, but is not limited to:

- reducing the number of guests
- cancelling individual services (e.g. half-board or other additional services)
- shortening the stay
- requests for partial refunds due to unused nights or services
- applying membership discounts after arrival or after the stay has been completed
- any other changes affecting the total reservation value

No refunds will be issued for unused nights or services after arrival.

8. Transfer of Reservation to the Following Year

Reservation transfers to the following calendar year are not possible.

Likewise, unused portions of the reservation payment cannot be transferred to a future reservation, used on a subsequent visit, or exchanged for other services or products.

9. Cancellation or Modification Method

Guests may cancel or modify their reservation via the link received at the time of booking. A cancellation or modification is also valid if it is submitted via email within the applicable deadline and confirmed in writing by the provider.

10. Final Provisions

Refund requests that do not comply with this Policy will not be considered.

By completing the reservation, the guest confirms that they have read, understood, and fully agree with this Policy.

Radovljica, 1 June 2026



Valentin Rezar
Vice President