



ATOSTOGŲ PARKAS

HOTEL ONLINE BOOKING RULES

These Online Booking Rules of ATOSTOGŲ PARKAS Hotel regulate the relations between Atostogų parkas, UAB and the Client established from the moment the Client books (reserves) accommodation services of any of the hotels of ATOSTOGŲ PARKAS, i.e. Holiday park (Venecijos akl. 2, Žibininkai, Kretinga District) or Meguva Resort Hotel (Venecijos akl. 4, Žibininkai, Kretinga District), online on the website www.atostoguparkas.lt

The conditions of booking other services online are provided in the Rules for Online Booking of Services.

Definitions:

ATOSTOGŲ PARKAS: Atostogų parkas UAB, legal entity code 301608930, Venecijos akl. 2, Žibininkų village, Kretinga district.

I. Reservation process:

1. First step: From the reservation table, the Client selects the desired accommodation packages, terms and duration of accommodation, additional conditions/conditions (if applicable).
2. Second step: fill out the form containing the Customer's personal data, notes on the reservation.
3. Third step: payment.
4. Reservation (advance) payment can be made in one of the following ways:
 - * by credit card (Visa, Mastercard,);
 - * by electronic bank transfer (UAB Paysera LT).
 - * gift voucher.

II. Payment and order cancellation.

5. Advance payment after making a hotel reservation online is at least 50% of the order value, and the rest must be paid upon the Customer's arrival at the hotel.
6. After the customer makes a payment using the Paysera LT system, an automatically generated e-mail is sent to the customer. letter confirming payment and booking details. Customers are recommended to send the e-mail confirming the reservation. have the letter with you when you arrive at the hotel.
7. A customer using a personal account in the BookingRobot system has the option of linking their credit card(s) to their account. In this case, each time hotel services are purchased, monetary amounts will be automatically debited from the Customer's credit account. The Customer can cancel the linking



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of the credit card in this account at any time by clicking the "Delete" button in the "Payment cards" section of the account settings. The security of the customer's credit card data is guaranteed by the LB registered company UAB Paysera LT.

8. HOLIDAY PARK gives the Customer the right to cancel the reservation no later than 120 hours before the scheduled date (time) of arrival at the hotel (3 p.m.), in which case the Customer will be refunded 75 percent of the amount paid (reservation fee). Funds are returned no later than within 10 working days.

9. Less than 120 hours before the scheduled date (time) of the Customer's arrival at the hotel (3 p.m.), reservations cannot be canceled and the amount paid by the Customer (reservation fee) is not refunded. The non-refundable reservation fee specified in this clause of the Rules is considered a direct and unprovable loss of HOLIDAY PARK.

10. When returning money to the Client's account in a foreign bank, bank fees are deducted from the Client.

III. Final Provisions

12. The customer must correctly indicate the data in the reservation form and is responsible for the accuracy of the data provided. HOLIDAY PARK is not responsible for incorrectly/erroneously specified Customer data, incorrectly specified dates and duration of the selected accommodation, and any resulting damage to the Customer. The customer must carefully familiarize himself with these rules and confirm it at the time of reservation. Reservation of hotel services is not possible without confirmation of familiarization with the rules.

13. Payment according to the reservation made in the system is administered by the electronic payment system UAB Paysera LT. HOLIDAY PARK does not perform any functions of an electronic payment operator or administrator and is not responsible for the execution of transactions performed by electronic means of payment and the correctness of payment transactions.

14. HOLIDAY PARK and/or the company providing online reservation services / the system servicing company is not responsible for the unavailability of the reservation system due to no fault of theirs.

15. Other conditions for ordering services online, to the extent not regulated by these rules, are set out in the "Rules for ordering services online".

IV. Personal data

16. By reserving (purchasing) accommodation services in ATOSTOGU PARKAS hotels, the Client agrees that his personal data will enter the service database of the electronic reservation system. This data will be used to complete the reservation procedure. The client's personal data is processed in



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accordance with the privacy policy of UAB "Atostogų parkas". The data subject - the Customer - is given the opportunity to refuse to have his personal data processed for marketing purposes at any time, after receiving the newsletter, by clicking on the refusal link.

V. Dispute resolution

17. Disputes related to the conclusion of OOSTOGŲ PARKAS distance contracts are resolved through negotiations. The Customer must first make all claims regarding the quality of services directly to HOLIDAY PARK.

18. If the dispute with the Customer cannot be resolved during negotiations, a request/complaint regarding the purchased services can be submitted to the State Consumer Rights Protection Service (Vilniaus St. 25, 01402 Vilnius, e-mail tarnyba@vvtat.lt, tel. 8 5 262 67 51 , on the website www.vvtat.lt or fill out the application form on the EGS platform <http://ec.europa.eu/odr/>.

19. The non-judicial dispute resolution procedure can be found on the HOLIDAY PARKAS website at www.atostoguparkas.lt, under the link "DISPUTES RESOLUTION/EGS".

UAB „Atostogų parkas“

Venecijos akl. 2, Žibininkai, LT-97231, Kretingos raj.
Įmonės kodas / Company code: 301608930
PVM mokėtojo kodas / VAT code: LT 100004163110

Atsiskaitomosios sąskaitos:

Sąskaita / Account: LT 56 40100 5100 3860 958
Bankas / Bank: DNB
Banko kodas / Bank code: AGBLLT2X

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