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COVID-19 cancellation policy

Version date: 15.03.2021

In response to changing marketplace conditions, Feel Green Travel is committed to ensuring our customers experience flexibility during these challenging times.

1. Customer

For guests making new reservations for any future arrival date, between today and August 31, 2021, we will allow the reservation to be changed or cancelled at **no charge and with 100% money back** up to 6 hours before scheduled arrival date.* Please note that changes to the reservation will be subject to availability and any rate differences. You have to provide us one of the following documents:

- An official travel warning for foreign countries, which are your travel destination, issued by the national authorities
- If the Slovenian national authorities took new Corona measures and recommendations, which will significantly hinder our services (available on the officially govern pages)
- If the traveler is infected with Corona virus, we need a proof of positive PCR test on Corona virus

2. Agency

The organiser of a package can cancel the trip without penalty, if he is prevented from performing the contract because of “unavoidable and extraordinary circumstances” in which count also measures against spread of Corona 19 virus disease. The organiser must inform the traveller without undue delay about the cancellation. Traveller have right to 100% money back. If extraordinary circumstances arise during the stay at the destination, a solution has to be acceptable to both parties.

3. Important note

COVID19 Cancellation policy is issued according to the views of the European Commission’s Directorate-General for Justice and Consumers.

For additional information about the European regulations relating cancellation conditions we kindly ask you to visit an official website of the European Union https://europa.eu/youreurope/citizens/travel/holidays/package-travel/index_en.htm

For all related questions about cancellation conditions, we are at your disposal through our contacts published on our website.

Feel Green Travel team