



General Terms and Conditions

Effective Date: May 3rd, 2019

These Terms apply to your use of the website and shall take effect immediately from your first use of the website and thereafter. Please note, in order to use the website, you must agree to be bound by all the terms provided.

We have taken great care to make this website as clear and informative as possible and all the information here is presented with great care and attention; however, Terme Snovik – Kamnik d.o.o. will not guarantee the information is presented correctly. And we will not be liable for any inconveniences, loss of revenue or any damages, which result from the direct or indirect use of any information provided on our website.

If as a consumer you feel that certain piece / type of information is expressly needed and you cannot find it on your website, please do not hesitate to contact us and we will rectify or will provide the information required without delay.

The contents of this website are the property of Terme Snovik – Kamnik d.o.o (or third parties from whom we have an appropriate licence), and are protected by laws governing intellectual property rights generally, including trademarks, and copyright. No person may reproduce, modify, distribute, transmit, publish, or display anything which appears on this website without our prior written consent.

Although we will use all reasonable endeavours to ensure that this website is available to be viewed and used by you at all times. There may be circumstances in which this is not the case. These include non-availability for maintenance and upgrading, and also events of force majeure ie, events which are outside our reasonable control.

It is also possible that, from time to time, faults, omissions, and delays may occur in the service provided by this website and/or any products or services referred on it. There is no guarantee that the service provided on this website will meet all of your requirements, or will be fault free at all times. If you experience a problem, please report it to us at marketing@terme-snovik.si. We will do all we can to remedy any fault that occurs as soon as reasonably possible.

Rates are updated periodically, and whilst every effort is made to ensure the accuracy of all prices, regrettably, errors do very occasionally occur. Where an incorrect price is displayed and is clearly a genuine and honest mistake, we shall not be bound by such price. We reserve the right to cancel or amend any reservations made at incorrectly offered prices. We will endeavour to contact all guests affected by such a scenario before taking any action in relation to amending the rate or cancelling the booking. This applies to reservations made through any and all channels, including, but not limited to, our own website and the various online travel agencies that we partner with.



Privacy Policy

This Privacy Information explains how we use your personal data: how it is collected, how it is held, and how it is processed. It also explains your rights under the law relating to your personal data. Under the GDPR, you have the following rights, which we will always work to uphold:

The right to be informed about our collection and use of your personal data. This Privacy Policy should tell you everything you need to know, but you can always contact us to find out more.

Privacy Assurance

We respect your right to privacy and treat any information you give to us with care. Your personal information allows us to provide the products and services you have asked for, as well as enabling us to improve those products and services by understanding your interests and preferences. We do not use your email address, phone number, or other personally identifiable information to send commercial or marketing messages without your consent

We will not otherwise disclose any personal information without your consent except: in response to subpoenas, court orders, or legal process, or to establish or exercise our rights to defend against legal claims; and if we believe it is necessary to investigate, prevent, or take action regarding illegal activities, suspected fraud, safety of person or property, violation of our policies, or as otherwise required by law.

We maintain reasonable physical, administrative, and technical security measures to protect the confidentiality, availability, and integrity of Personal Data.

What information do we collect?

We may process the following personal data about you:

Information you give us. You may give us information about you by, even partially, filling in forms, subscribing to newsletters and other services, making or cancelling a booking.

Information collected during your stay with us. We record your itemised spending and other expenses billed to your room. Information to your stay may also be stored (i.e. health issues, special requests, service issues).

Information about your use of our website is very important for us, so that we can constantly improve our web experience for you. We collect and analyse information by



using cookies only with your agreement. By law, cookies may be stored on your device if they are strictly necessary for the website to work. For all other types of cookies, your consent is required.

If you have explicitly consented to receive our newsletters, we may, from time to time, contact you with information about our services and latest offers and process your Personal Data for this purpose. You can unsubscribe from our marketing emails by clicking on the unsubscribe link in the emails sent to you.

We may process your Personal Data obtained through social media platforms (including Facebook, Instagram, LinkedIn, etc.) or online reviews (TripAdvisor) concerning Terme Snovik for the purposes of (i) addressing your questions or complaints; (ii) monitoring our online reputation; and (iii) improving our services and identifying opportunities on which we can focus.

Some of our social media pages allow users to submit their own content. Please remember that any content submitted to one of our social media pages can be viewed by the public, and you should be cautious about providing certain personal information (e.g., financial information or address details) via these platforms. We are not responsible for any actions taken by other individuals if you post personal information on one of our social media platforms (e.g., Facebook or Instagram). Please also refer to the respective privacy and cookie policies of the social media platforms you are using.

Why do we capture and store your personal information?

We will only process your personal data, in accordance with applicable law, for the following purposes:

- (a.) responding to your queries, comments, complaints and requests;
- (b.) processing your bookings or cancellations;
- (c.) delivering products and services, information requested by you, including newsletters.
- (d.) verifying your identity, when required;
- (e.) communicate with you about, and administer your participation in, special events, programs, surveys, and other offers or promotions;

We do not share, sell, or lease Personal Data about you to any third parties for their marketing use.



Your Legal Rights

You may, at any time, request to view all the information we hold about you by emailing marketing@terme-snovik.si.

You can request your information to be updated, corrected or entirely withdrawn and deleted from all our systems, processes and databases.

Links to Other Sites

Our Site may contain links to third-party sites that are not owned or controlled by Terme Snovik – Kamnik d.o.o.

Terme Snovik - Kamnik d.o.o. has no control over, and assumes no responsibility for, the content, privacy policies, or practices of any third-party sites or services. We strongly advise you to read the terms and conditions and privacy policy of any third-party site that you visit.

Contact Us

For any issues or questions regarding the statement above, please send an email to marketing@terme-snovik.si.

Information About Us

TERME SNOVIK - KAMNIK d.o.o.

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Terme Snovik – Kamnik d.o.o. may change these terms from time to time and so you should check these on a regular basis. Your continued use of the website will be deemed acceptance of any updated or amended terms. If you do not agree to the changes, you should cease using the website.