



Vita Asistent doo Novi Sad
Aleksandra Tišme, broj 7
21000, Novi Sad

Vita Asistent doo Novi Sad-Ogranak Hotel Fontana Vrnjačka Banja

Cara Dušana , broj 2
36210 Vrnjačka Banja, Srbija

Email: prodaja@fontanabanja.com

PIB: 109924867

Matični broj: 21268194

Tekući račun: 170-0030033343001-74

CANCELLATION POLICY

In the event of a no-show or cancellation on the day of the scheduled arrival, the paid advance will not be refunded.

Guests may cancel their reservation. The date of the written cancellation notice will serve as the basis for calculating the cancellation fee, determined according to the following scale, based on the total price of the booked arrangement:

- 10% if the arrangement is canceled 30 days prior to the start date,
- 20% if canceled 29 to 15 days prior to the start date,
- 50% if canceled 14 to 8 days prior to the start date,
- 85% if canceled 7 to 1 day before the start date,
- 100% if canceled on the day of or after the start of the arrangement.

The above cancellation fees will not apply in the following cases:

- in the event of the death of an immediate family member (parent, spouse, child),
- in the event of illness deemed a valid reason for cancellation (with a mandatory submission of medical documentation).

In case of early departure by individual guests, Hotel Fontana reserves the right to charge 100% of the unused portion of the arrangement. This fee will not be charged in the case of: sudden illness of the guest, death in the immediate family, natural disasters, or a declared state of emergency.