***In view of the terms and conditions you accepted at the time of the booking (Booking and Cancellation Terms and Conditions) and the fact that no emergency has been declared for the municipality of Kranjska Gora (Ministry of Health of Slovenia) and in accordance with the recommendations of reservation systems, there is no need for us to refund the reservation fee for NON refundable reservations even in cases where matches are cancelled or scheduled to be played behind closed doors, including for the following events: Vitranc Cup and World Championships Planica 2020.***

***We hereby attach links to the websites of the European Consumer Centre, the Ministry of Foreign Affairs, the Ministry of Health, and the National Institute of Public Health.***

[*https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint/european-consumer-centres-network-ecc-net\_en*](https://ec.europa.eu/info/live-work-travel-eu/consumers/resolve-your-consumer-complaint/european-consumer-centres-network-ecc-net_en)

https://www.gov.si/en/topics/coronavirus-disease-covid-19/

https://www.gov.si/en/state-authorities/ministries/ministry-of-health/