

On compensation of funds

Dear holidaymakers and guests of Jūrmala sanatorium "Belorusija"!

Due to the large number of refusals to receive sanatorium and resort services and applications for refund of paid vouchers, Jūrmala sanatorium "Belorusija" (hereinafter – Sanatorium) informs:

a pandemic of Covid-19 infection has been declared worldwide in accordance with the decision of the World Health Organization. Following the decision of the competent authorities, international traffic has been stopped or significantly shortened, the EU's external borders have been closed; state of emergency has been declared in most European countries, including the Republic of Latvia.

The decisions of these institutions led to the impossibility of foreign citizens to visit the sanatorium; a significant number of holidaymakers and sanatorium guests are refusing to receive sanatorium services and asking for a refund of paid vouchers.

In accordance with Clause 7.1. to the approved Agreement on the provision of spa services (hereinafter – the Agreement), the Parties shall not be liable for full or partial failure to fulfill the obligations specified in this Agreement, if such failure is caused by force majeure.

According to Latvian legal doctrine, force majeure (in this case, a state of emergency declared in the country due to the spread of the Covid-19 virus) does not release the parties from their obligations, but justifies non-fulfillment of such obligations during the circumstances of force majeure. Once the force majeure situation has ended, the concluded and "frozen" Agreements will resume their activities.

The Consumer Rights Protection Center informs: unless the parties have agreed otherwise, then at present the regulatory enactments do not oblige service providers to reimburse consumers for the provision of a suspended or cancelled service. However, immediately after the termination of the force majeure circumstances, the service providers are obliged to start the performance of the previously concluded contracts – to resume, within a reasonable time after the termination of the force majeure circumstances, the provision of services, or to plan the provision of the cancelled service at another time.

In accordance with Clause 1.6., if the Client does not arrive at the sanatorium at the time of the planned entry, the Client's stay in the Institution shall not be extended or transferred (only in exceptional cases, in agreement with the administration of the institution). The administration of Jūrmala sanatorium "Belorusija" acknowledges the circumstances of force majeure due to the declaration of a state of emergency in Latvia in order to prevent the spread of Covid-19 infection, and proposes to agree on the postponement of the purchased vouchers after the expiration of the restrictions.

With your consent, the cost of paid vouchers will be retained ("frozen"), as will the chosen room category and other arrival conditions.

To arrange a transfer, please contact our specialists using the contact details of the booking department, arrange another arrival time with them and provide any other necessary information so that we can enter into an additional agreement with you on a new arrival date and other important conditions.

Jūrmala sanatorium "Belorusija" apologizes for the inconvenience and draws your attention to the fact that the sanatorium continues to work and will gladly provide you with a full range of services on the sanatorium vouchers.

A.S.Gruzdovs
Chairman of the Board