

1. GENERAL TERMS & CONDITIONS FOR BOOKING PRIVATE PROPERTIES (hereinafter "Terms")

OPG Uravić Zoran, Manjadvorci 60, Barban (hereinafter "Host") is a provider of accommodation services in private tourist facilities and other tourist services provided under Croatian law.

These Terms incorporate the conditions below and are applicable to both Host and the guests with confirmed bookings.

2. BOOKING AND PAYMENT

Bookings are to be made by persons 18 years old and above.

Bookings are to be made by one lead guest for all of his party.

Bookings are considered confirmed with the guest receiving a voucher after completed payment .

The party leader must be at least 18 years of age and must be authorized to make the booking on the basis of these booking conditions by all persons named on the booking.

The Host is not responsible and cannot be hold accountable for the lead guest getting approval from the rest of the guest party as the approval is the lead guest is solely responsible to the Host and to the other guests within his party.

The lead guest is solely responsible to make the payment for the booking in accordance with the payment policies to be applied within specific booking to the Host and cannot waive or transfer that responsibility.

Payments can be made through booking agency system if possible in which case all costs of the online payment process are on the expense of the card holder; via bank transfer.

The payments are to be honored by the payment policy that is applicable for each and every booking made by the guest.

If for a specific booking payment policy requires a down payment, the booking is not confirmed until the lead guest sends a proof of payment.

3. CONTRACT

Tourist contract is considered to be signed between party leader, Host and the booking agency.

This Terms shall be governed by and construed and enforced in accordance with the laws of Croatia, and shall be binding upon the parties worldwide.

All disputes are to be resolved with Croatian courts.

4. PRICES

The prices for booking the accommodation are based on the period of the season that is booked.

The price of accommodation is subject to surcharge for any extras if they are not included in the initial price which is to be noted by the Host at the time of booking creation.

5. SECURITY DEPOSIT

A security deposit is required to cover the cost of any damages or breakages if noted on the voucher.

The deposit will be collected at the accommodation on the day of the arrival by Host.

The property owner reserves the right not to accept the guests if the deposit is not paid at the property at the arrival.

The deposit shall be returned to the guest at the check-out.

6. BOOKING MODIFICATION

All modifications of the number of guests or property changes or date changes must be confirmed by the Host.

Host reserves the right not to accept any booking modification.

7. CANCELLATION

Cancellation policy – Firm.

Bookings canceled at least 60 days prior to guest arrival will receive a 100% refund

Bookings canceled at least 30 days prior to guest arrival will receive a 50% refund.

Only cancellations made by the leading guest shall be considered into account.

The Guest is obligated to pay the remaining price of the booking applicable to the specific booking that he wishes to cancel.

8. MODIFICATIONS AND CANCELLATIONS MADE BY AGENCY

In the event that the cancellation or modification has been made by the Host, it endeavors to provide the guests with accommodation of same or better quality.

If no alternative accommodation is available or acceptable by the guest, the Host shall refund the guest in full all amounts paid by him.

9. COMPLAINTS

All guest complaints for accommodation must be submitted in writing to the Host.

10. ARRIVAL AND DEPARTURE

Standard check-in time is noted in terms set forth in vouchers.

The guest can notify in writing the time of his arrival to Host.

Standard check-out time is noted in terms set forth in vouchers.

11. TRAVEL

The party leader is responsible for the parties taking with them correct travel documentation (passports and visas, driving licenses, vehicle registration, green card, motor insurance etc.).

12. GUEST RESPONSIBILITIES

The guests must keep the property and all furniture, fittings, effects, facilities, equipment and grounds in the same state and condition as at the commencement of the booking, and in the same state of cleanliness and general order in which it was found.

The guest is solely responsible for any breakages, loss or damage to the property.

Host reserves the right to make deductions from the security deposit for any extra cleaning over the number of hours committed to cleaning, and to claim compensation for costs over and above the sum of the security deposit.

13. NUMBER OF PEOPLE USING THE PROPERTY

The number of persons using the property must be honored by the guest at all times as it must not exceed the maximum number of guests set by the guest on the booking.

Only those persons named at the time of booking may use the property without prior agreement.

The Host has the right to terminate the rental without prior notice and without refund if the numbers are exceeded.

14. ACCESS

Host provides access to the property.

15. BEHAVIOUR

The lead guest is responsible for the correct and decent behavior of the party.

Should the lead guest or a member of the party not behave in a manner to honor the moral and regulations of Croatia, or the property rules set by the Host.

16. ADDITIONAL SERVICES

For any additional services the guest can inform directly with the Host.

Payments for such services are at site.

17. LINEN

Linen and towels are included in the properties. Linen and towels change are extra charged.

18. SWIMMING POOLS

In a case that the property has a swimming pool, the guest can use it if it is noted in the booking.

Swimming pools are not open all year.

The guest should check with the Host if the pool is available or not.

If pool heating is required, then extra charge may be applicable.

19. SOCIAL EVENTS AND OTHER FUNCTIONS

Any private functions (e.g. party, wedding, cocktail party) at the property that the guest wants to organize must be pre-approved by the Host.

Additional charges and/or increased security deposit may be applicable and the amount is in sole owner's discretion.

20. SECURITY AND VALUABLES

Any valuables left at the property are left at guests own risk.

Host is not responsible for any loss that may occur to the guest.

No refund can be given should the guests decide to vacate the property as a consequence of a burglary.

21. INFORMATION

The photographs are just for illustration purposes.

Host reserve the right to make modifications to the property specifications that are considered necessary in light of operating requirements.

In the interest of continual improvement, property Host reserve the right to alter furniture, fittings, amenities, facilities or any part of any activities, either advertised or previously available without prior notice.

If material changes occur after the booking has been confirmed, Host shall notify the lead guest if there is time before arrival.

22. PETS

Pets are allowed.

The owner reserves the right to add a surcharge and/or increase the security deposit in cases the guest is bringing pets.

Number and weight of pets must be agreed prior to acceptance of booking.

23. ENVIRONMENT

Properties which are located in rural environment may encounter flora and fauna e.g. mosquitos, wasps, ants, local dogs etc. as well as other environmental activities e.g. farming, drains etc.

24. LIABILITY

Neither Host nor the property owner shall be responsible for the death of, or personal injury of any member of a booking party, or of any other person at the property.

Host shall not be liable for any loss, breach or delay due to any cause beyond our reasonable control including though not limited to acts of God, explosion, tempest, fire or accident, war or threat of war, civil disturbances, acts, restrictions, regulations, bye-laws or measures of any kind on the part of the government or local authority, strikes, lock-outs or other industrial actions or disputes or adverse weather conditions.

In any mentioned case Host is entitled to treat the booking as discharged.

25. SPECIAL REQUESTS

Any guest special request shall be admitted by the Agency staff and processed to the property owner for a final decision.

If the property owner can meet the special request and decides he shall honor it, the Agency shall immediately inform the guest of acceptance.

If the acceptance of the request is not possible, the guest shall not hold the Agency, its agents or the property owner responsible and shall honor the confirmed booking.