

# Terms of purchase

Here you can read more about our terms of purchase:

[Terms of purchase and privacy policy](#)

## ABOUT US

Deo Volente d.o.o., OIB: 62139066014, MB: 130085463, Istarska 14 Labin is a Company opened after long years of experience in renting. I have decide to rent only apartments and villas witch can provide good quality to the costumer. So I can recommend us if you would like to rent you private villa to our costumers, or if you are a person looking for quality holiday Me as an owner of the agency have more than 10 years experience in tourism That might be one of the reasons to trust my company

## Terms of use – rules and instructions

After choosing your villa select your dates and the duration of your stay send us email. You will be answered in 48 hours

Enter your personal contact information and the number of adults, children and infants in your party.

If you have infants – baby cots and high chairs will be provided if possible but under prior request. If the property allow pets you will be also able to select the number of pets. The pet cleaning charge will be automatically added to the displayed total. The charge depends on the villa and it can be from 5 to 10 euros per pet per day.

You may also add a message if you have any requests or further questions.

Review all the details of your booking and your payment method. To secure your reservation we require a 50% downpayment. The down payment is non-refundable.

The damage deposit is due cash on arrival and it will be refunded upon departure. Any damages will be deducted from the deposit amount.

## **PAYMENT METHOD**

**For the 50% down payment please select one of the following payment methods:**

- A.) Credit card payment: Master Card, Visa and Maestro are accepted. (due on booking)
- B.) Bank transfers are accepted. (due within 7 days – additional terms apply)
- C.) Payment by PayPal

**For the remaining 50% payment please select one of the following payment methods:**

- A.) Credit card payment: Master Card, Visa and Maestro are accepted. (due 30 days before arrival)
- B.) Bank transfers are accepted. (due 30 days before arrival)
- C.) Cash on arrival (due on arrival – may not be an option for some properties)

Please note that if you use your credit card for the down payment your booking is instantly secured and you will receive a confirmation by email.

If you have selected a bank transfer for the down payment you will receive an email with all the details of your booking and instructions on how to proceed. To finalise the reservation you are required to follow the instructions in the email and confirm your reservation. After that you will receive payment details. You are kindly requested to make the payment in the **next 72 hours**. After that period if we are missing the down payment you will be contacted and your reservation can be cancelled. Bank transfers may not be possible if your arrival date is in 30 days or less.

**IMPORTANT REMARK:** if you have chosen to pay the remaining 50% due cash on the arrival date you are not eligible for cancellation insurance and the down payment is not refundable in case of cancellation.

All the rates include VAT

## **PAYMENT BY FOREIGN CREDIT CARD**

The amount that will be charged on your foreign credit card is calculated by converting the currency of euro (EUR) When charging your credit card, the same amount will be converted to your local currency according to the exchange rate of the Association of credit card companies. As a result of this conversion it is possible to have small deviations between the price shown on our web site and the one charged on your credit card.

## **CONFIRMATION**

Once the online payment is processed, you will receive a confirmation of the payment on your e-mail address. The booking confirmation (VOUCHER) has to be taken to Croatia for your registration and key delivery.

## **CANCELLATION POLICY**

If you would like to cancel your payment, it is necessary to contact us in written on [info@isrialuxuryrent.com](mailto:info@isrialuxuryrent.com) and to explain reasons for the cancellation. The following cancellation terms apply: Cancellation fees: until the 42. day: 50 % of rental price until the 28. day: 70% of rental price until the 1. day: 90 % of rental price  
No show: 100 % of rental price

## **PRIVACY STATEMENT**

DEO VOLENTE d.o.o. is committed to protect all personal data of their customers. We collect only the basic information about our customers which are necessary to fulfil our obligations. We inform our customers about the way we collect data and regularly offer them the choice about the use of their data, including the decision whether or not they want to remove their name from lists used for informing campaigns. All user information are strictly confidential and available only where such information are necessary for job performance.

## COMPLAINTS

### RIGHT TO SUBMIT A COMPLAINT (COMPLAINT POLICY)

In accordance with the applicable regulations of the Republic of Croatia, we inform our valued guests that they have the right to submit a written complaint regarding the services provided.

Written complaints may be submitted:

- via e-mail: **[insert e-mail address]**
- by post to the following address: **[insert postal address]**

We will respond in writing to every received complaint no later than **15 days** from the date of receipt.

Guests are kindly requested to include their full name and contact address in the complaint in order to receive a response.

According to Article 6, paragraph 3 of the Law on Provision of Tourism Services (NN 130/17) we inform consumers that complaints or complaints about the quality of the services provided can be delivered in writing or by e-mail at [info@isrialuxuryrent.com](mailto:info@isrialuxuryrent.com). Should the services provided not be satisfactory, the customer is entitled to seek reasonable compensation by filing a written complaint. Every customer is entitled to file a complaint if the paid service is not provided. Every customer - reservation holder, files a separate complaint.

Complaint procedure:

The guest is required to complain to the service provider about the inadequate service immediately on the day of his/her arrival and to notify DEO VOLENTE D.O.O on e-mail: [info@isrialuxuryrent.com](mailto:info@isrialuxuryrent.com). Furthermore, the guest is required to cooperate with DEO VOLENTE D.O.O representatives and the service provider in good faith in order to rectify the problem. If the guest refuses to accept the solution that is in accordance with services paid for, DEO VOLENTE D.O.O is not required to accept any further complaints referring to this service.

The maximum compensation per complaint can amount to the cost of the part of the service(s) in the complaint. It cannot amount to the total paid DEO VOLENTE D.O.O and can not

include services already provided. If you are a owner of an apartment find terms and conditions .

*Deo Volente*  
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