

1. GENERAL TERMS AND CONDITIONS

The guest's request to book accommodation is considered an offer to enter into a contract for the provision of accommodation services. The contract is considered concluded when the guest receives a written confirmation from the Agency on the reservation. By submitting a reservation request, the guest confirms that he is familiar with these General Terms and Conditions and that he fully accepts them. The Agency reserves the right to change these General Terms and Conditions.

All accommodation units from the Agency's offer are described according to the official categorization of the competent state administration office of the Republic of Croatia. Standards of accommodation or other tourist services in certain places may be different and not comparable. The information that the guest receives at the point of sale does not bind the Agency to a greater extent than the information published on the Agency's website and / or in its promotional materials.

2. RESERVATION

Accommodation reservations can be requested by e-mail, telephone, post or in person at the Agency's branch office as well as at the offices of the Agency's contractual partners and / or via their websites. Acceptance of the offer / confirmation of the reservation implies acceptance of these General Terms and Conditions which become an integral part of the contract for the provision of accommodation services.

By accepting the offer, the guest confirms that he is familiar with the relevant prices, descriptions and photos of each accommodation unit that the Agency sends with the offer.

The guest can cancel the reservation free of charge within 24 hours of creating the reservation.

The agency excludes any responsibility for the veracity of the information provided by the guest in the reservation request.

After the payment of the advance or the total price of the ordered service, the Agency will issue a voucher to the guest with the contracted and paid services. The guest is obliged to hand over the voucher to the landlord upon arrival at the accommodation facility, which obliges to fulfill the ordered services.

3. ACCOMMODATION AND PRICE OF ACCOMMODATION

The guest is obliged to pay only for those services that are listed in the booking document.

Special services are services provided by the accommodation unit, but are not included in the price of accommodation, so the guest orders and pays for them separately. Special services must be requested in the reservation request, they are paid extra for the price of the accommodation service and are included in the final calculation.

If the guest has not explicitly agreed on accommodation of special features, he is obliged to accept any officially registered accommodation facility, described in the catalog and price list. As far as

possible, the Agency will try to meet the additional requirements of the guest (comfort, view, etc.), but cannot guarantee their fulfillment.

The minimum stay is 4 nights, and for a shorter stay, the price of accommodation increases by 30%.

Prices of accommodation units are published in EUR, and are calculated in KUNA at the middle exchange rate of NBH on the day of calculation - payment. The Agency reserves the right to change the published prices in the event of a change in accommodation prices by the landlord as a service provider.

The prices stated in the Agency's offers and programs are based on contracts with the Agency's partners and do not have to correspond to the price list in the accommodation facility, and any difference in price is not the subject of a complaint.

4. PAYMENT

Upon receipt of the booking confirmation, the guest must pay an advance of 20% of the agreed price, within the next 7 days, which definitely confirms the booking. The remaining amount of the price the guest pays on the day of arrival, on the spot at the agency. In case the guest does not follow the payment rules, the reservation can be canceled.

5. CHANGES AND CANCELLATION OF RESERVATION

For cancellation of the reservation after the advance payment, 100% of the advance amount will be charged.

Within 30 days from the arrival of the guest, the reservation is paid in full and it is impossible to cancel it free of charge.

If the guest finds a replacement guest for the cancellation, the Agency will, after receiving all the necessary information about the new guest in writing, transfer the reservation to the new guest and send a confirmation. The Agency already keeps the already received advance as an advance of a substitute guest who is obliged to pay the remaining amount of accommodation.

THE RIGHT OF THE GUEST TO CHANGES AND CANCELLATION OF THE RESERVATION

In case the guest wants to change or cancel the reservation after the advance payment, he must do so in writing (by e-mail, mail or fax). A change is considered to be any change in the number of persons or the date of the beginning and / or end of the use of the service.

The first change of reservation, if possible without additional costs, will be made free of charge. A fee of EUR 15 will be charged for each subsequent booking change.

If the guest does not cancel the ordered service in time, a compensation will be charged from the paid part of the price

For cancellation announced 60 days or more before arrival at the accommodation: refundable 100% of the amount paid less bank charges.

For cancellation announced from 59 to 30 days before arrival: 50% of the paid amount will be charged.

For cancellations announced from 29 to the day of arrival or in case of NO SHOW: 100% of the paid amount will be charged.

If the guest finds another user for his canceled reservation, the Agency will, after receiving all the necessary information about the new guest in writing, transfer the reservation to the new guest and send a confirmation. The Agency keeps the already received advance until the total price of accommodation is paid.

THE AGENCY'S RIGHT TO CHANGES AND CANCELLATION

The Agency undertakes to provide the guest with the selected accommodation in the reserved period, except in case of extraordinary circumstances (war, riots, strikes, terrorist actions, sanitary disturbances, natural disasters, interventions of the competent authorities, etc.).

The Agency may propose a change of the reserved accommodation or cancel the accommodation in whole or in part if extraordinary circumstances occur which cannot be avoided or eliminated, and which occurred at the time of publication and sale of the program would be a valid reason for the Agency not to publish the offer. booking confirmations of these accommodation units.

If the guest pays for a reservation that the Agency cannot fulfill (online or by mistake), the guest will be offered a replacement accommodation of the same or higher quality than the quality of the booked accommodation. If the guest accepts a replacement accommodation that is more expensive than the booked one, he is obliged to pay the difference, and if the replacement accommodation is cheaper than the booked one, the Agency returns the difference to the guest.

The agency is obliged to inform all guests who have confirmed their arrival by payment about the change in the reservation or cancellation, immediately after the occurrence of extraordinary

circumstances, and in the impossibility of finding a replacement accommodation to return the amount reduced by administrative agency costs.

HOUSE RULES

Each accommodation facility has house rules that guests are required to adhere to. Any gross violation of house rules may result in immediate cancellation of accommodation, and the guest is obliged to leave the accommodation within two hours, free of persons and things, without the right to a refund and / or the right to compensation.

ARRIVAL / DEPARTURE OF GUESTS

Upon arrival at the destination, the guest is obliged to submit personal documents to the Agency for registration with the competent authorities of the Republic of Croatia. Personal documents are returned immediately to the guest if the accommodation bill is paid in full. Otherwise, the Agency retains one personal document until the full payment of the invoice.

Arrival time at the accommodation is from 14.00 to 21.00, and the time of departure from the accommodation is 10.00. In case the arrival of the guest is not possible until 21.00, the guest is obliged to immediately inform the Agency or the landlord. Otherwise, the Agency is not responsible for the proper fulfillment of the ordered accommodation services.

In case of arrival of more persons in the accommodation than the reservation, the landlord has the right to deny accommodation to unannounced guests or may request a surcharge on the spot. The possibility of staying for a larger number of people depends exclusively on the good will of the landlord and the availability of accommodation capacity.

The landlord has the right to deny the guest accommodation if he did not register a pet in the reservation or can ask for a surcharge on the spot.

In case the guest wants to extend his stay in the accommodation, the Agency and / or the landlord will satisfy the request as far as possible.

In case of early departure, the guest is required to pay the full amount from the binding reservation.

GUEST OBLIGATIONS

The guest is obliged to respect the rules of the house rules and use the accommodation and equipment in it with the attention of a good host. The guest must adjust his behavior so as not to disturb other guests, neighbors and the host. In case the guest does not adjust his behavior with the house rules even after the warning, he loses the right to continue using the reserved accommodation.

Guests use the pool / whirlpool and all equipment in the accommodation at their own risk. Children are not allowed to use the pool / whirlpool without parental or other adult supervision.

All damages and defects caused or discovered by the guest must be immediately reported to the landlord or the Agency. In this way, damages / defects will be removed immediately without compromising the quality of the stay. The guest is responsible for any damage caused to the accommodation and is obliged to pay the same to the landlord on the spot. The same applies to damage caused by the guest to the landlord because the accommodation unit, due to damage, dirt or destruction of equipment for which the guest is responsible, can not be cleaned in time for the next guests.

GUEST THINGS

The guest is obliged to take care of the things he brought to the accommodation and he is responsible for the theft, loss or damage of these things. The agency excludes any liability for damage, destruction, theft or loss of luggage, valuables and belongings of the guest in the accommodation facility. The guest is obliged to report the loss or theft of property to the landlord / Agency and the competent police station.

OBLIGATIONS OF THE AGENCY

The agency is obliged to take care of the provision of contracted services in accordance with good customs in tourism.

The Agency excludes any liability in case of changes and non-performance of services due to force majeure.

The agency excludes any liability for accommodation deficiencies. All defects of the accommodation as well as its maintenance are the sole responsibility of the landlord as a service provider.

The agency excludes any responsibility for certain external factors that may affect guest satisfaction (eg traffic jams, beach arrangement, distance of public beaches from accommodation, possible noise due to concerts, events, celebrations, etc.).

COMPLAINT ON SERVICES

The guest has the right to complain about the quality of services provided.

If upon arrival at the accommodation, the guest finds certain deficiencies, he is obliged to immediately inform the landlord as a service provider or the Agency. The guest is obliged to cooperate with the Agency and with the landlord in good faith in order to immediately eliminate the causes of the complaint. If the guest does not accept the offered solution to the complaint that corresponds to the ordered service, the Agency will not accept the subsequent complaint of the guest nor is it obliged to act on it.

If the guest voluntarily leaves the accommodation and finds another accommodation, provided that the Agency and the landlord are not given the opportunity to eliminate the causes of dissatisfaction or to find a replacement accommodation of equal value, then the guest is not entitled to a refund or claim damages whether the objection is justified.

If the justified reason for the guest's dissatisfaction cannot be eliminated within a reasonable time, the Agency undertakes to find replacement accommodation of equal value. If the guest accepts replacement accommodation that is more expensive than booked, he must pay the difference.

The highest fee per complaint is limited to the amount of the advertised part of the service and cannot include already used services or the entire amount of the arrangement. The guest has no right to claim compensation for non-pecuniary or personal damage.

Complaints about services whose cause could not be eliminated during the stay in the accommodation, the guest can submit in writing to the Agency or partner agency, within two weeks after leaving the accommodation, with all attached evidence (photos, witness statements, etc.). Partner agencies are not authorized to handle guest claims. The complaint will not be considered after the expiration of the two-week period, nor in the case of failure to submit valid evidence. In any case, it is in the interest of the guest to cooperate, to act in good faith and to show a willingness to resolve any complaint during his or her stay at the accommodation.

The Agency shall submit a written response to the complaint within 15 days from the date of receipt of the complaint.

If the guest makes a reservation from a special LAST MINUTE offer, then he accepts all the risks of such a reservation. LAST MINUTE reservations contain uncertainty which the Agency cannot

influence, and the guest has primarily accepted such a reservation due to the more favorable price and has no right to object.

PERSONAL DATA PROTECTION

The guest gives his personal data voluntarily. The Agency uses the personal data of the guest exclusively for the purpose of realization of the requested service as well as for the purpose of mutual communication. The Agency undertakes not to forward the personal data of the guest to third parties except for the purpose of performing the requested service or reporting to the competent state authorities in cases regulated by a special law. The personal data of the guest are stored in a database. The guest gives consent if his personal data is used for the purpose of marketing actions of the agency.

DISPUTE RESOLUTION

The agency and the guest undertake to resolve all possible disputes from the reservation / offer or contract by agreement. Otherwise, the competent court of the seat of the Agency and the applicable law of the Republic of Croatia are contracted.