

GENERAL CONDITIONS FOR ACCOMMODATION SERVICES OFFER

1. CONTENTS OF CONDITIONS FOR OFFERING SERVICES FOR ACCOMMODATIONS

The general conditions for offering services for accommodations are part of the contract between ID BOOKING, obrt za turizam i turistička agencija, vl. Ivana Majkić, 52440 Poreč, Radmani 63, OIB: 43166953225., as a travel agency or authorized agent, and the traveler who accepts the offered arrangement. Everything that is listed in the general conditions represents a legal commitment for the guests, as well as for ID Booking. The general travel conditions are published on the Internet pages of ID Booking

ID Booking commits itself to undertake all precautions to offer true information to its users. All the information, data, and pictures that are related to the capacity of accommodations, ID Booking. collected from the most reliable accommodation facilities. Even though all information is controlled by employees of ID Booking., the Company does not take responsibility for mistakes, negligence, and delays made by the customer.

2. CATEGORY AND DESCRIPTION OF THE SERVICE

The accommodation units are described according to the official evaluation given by the local tourist organization during the issue of the working license.

The standards of accommodation, nutrition, service and others, of places and countries are different and cannot be compared. ID Booking. offers those services listed on its Internet web page, catalogue and other printed material of ID Booking, which is not necessarily equal to those services offered by other selling points.

If the traveler did not make a special request for a room/apartment, he will accept the given reservation in the accommodation desired, listed in the brochure and price list. If possible, ID Booking. will try to meet additional requests of the traveler for the accommodation (comfort, room view, 1st floor or ground floor), but cannot guarantee to fulfill all additional requests.

3. CONTENTS AND PRICES OF ACCOMMODATION

All service prices are listed for each accommodation unit, and include those services linked to the specific reservation for the unit desired.

Additional services are services that are offered by the accommodation unit, but since they are not included in the price, the traveler pays for them separately. Additional services have to be asked for during the registration process. Those services are paid for additionally, according to the price given by the accommodation facility, and they will appear on the final bill.

Optional services are services that are offered by ID Booking., but they are not bound to the offer of the given accommodation unit.

The prices of the accommodation units are given in Euro. ID Booking. has the right of changing the given prices if the accommodation facility changes the prices of the accommodation.

4. BOOKING OF RESERVATIONS

All reservations are done electronically by filling in the form that is available on Istrabooking.de website. When making the reservation, travelers have to provide correct data, which is requested on the form. ID Booking. is not responsible for the exactness of the data that is given by the traveler during registration. In case of incorrect data, ID Booking. holds the right to change the prices and to claim the price difference on the spot.

5. RESERVATIONS AND PAYMENTS

Inquiries and reservations of accommodation are received electronically and by telephone , in written or personal in agency branch office. With the payment of the reservation traveler confirms he has studied and understands 'General conditions for accommodation services offer' and accepts it in full. With payment of the reservation, the agreement becomes a legal obligation to the traveler as well as to ID Booking

ID Booking gives the traveler access to relevant promotion material or program in printed or electronic form, gives the traveler all relevant information about the travel, and gives or refers the traveler to general conditions which are a constitutional part of this contract and offers the traveler 'travel insurance package' and 'cancellation insurance'. During the reservation the traveler is responsible for giving all necessary data for the reservation procedure.

With the payment the reservation becomes valid, any other confirmation given in written or orally is not valid as a reservation. For the reservation of service the traveler is required to pay 30% of the full amount to make the reservation valid. The other 70% the traveler is required to pay at least 28 days before the start of using the service.

If the date of arrival is within 28 days it is necessary to pay 100% of the amount for the requested and confirmed service.

Flexible Cancellation policy: Cancellation 60 days or more prior to the agreed activity starting date → You are automatically refunded the full activity price
Cancellation between 60 and 30 days prior to the agreed activity starting date → You are entitled to a 50% refund
Cancellation 28 days or later, prior to the agreed activity starting date, are considered last-minute cancellations → No refund will be possible

Payment is possible by bank transfer to the bank account of ID Booking or on-line payment by credit card. By using means of remote communication to dictate the number of the credit card, the traveler is considered to understand 'General conditions for accommodation services offer'. The bank transfer is not available if the beginning of Your stay is within 5 work days for payments from abroad, or 3 working days for payments by bank transfer within Croatia After receiving full payment for the chosen service, the traveler will be sent a voucher as confirmation. The voucher serves as a

proof that the reservation of the service has been carried out. The traveler has the obligation to give the voucher upon arrival to the unit. If more people wish to be added to the accommodation than those listed on the voucher, the accommodation facility has the right to refuse the accommodation to the travelers that are not registered, unless they agree to pay all the additional charges that may apply.

With the payment of the reservation the traveler confirms that he understands all the conditions that may apply to the specific accommodation unit. With payment of the reservation the traveler confirms that he accepts the general conditions of the offered accommodation service. Furthermore, the traveler understands and confirms that a kind of travel insurance was offered to him. With payment of the reservation, the agreement becomes a legal obligation to the traveler as well as to ID Booking.

ID Booking has the obligation to immediately inform all arriving travelers about changes to the reservation or cancellation, and if no alternative accommodation can be found, to refund the amount paid by the traveler less the administrative charges of the agency.

6. THE RIGHT OF THE TRAVELER TO CHANGE AND CANCEL

Payment and cancellation terms depends on the policy type for the specific property:

4.1.FLEXY 42

Payment: 10% of the reservation amount is charged at the time of booking and the balance is charged at least 42 days before the arrival.

If guest wants to cancel the reservation the following applies:

- Reservation cancellations notified 42 or more days before arrival are subject to free cancellation : pre payment will be returned (reimbursed) in 7 working days on guest bank account or directly to card with which payment is executed, depending on the type of payment.
- Reservation cancellations **between 41 days and on the arrival day or NO SHOW:** 100 % of the total reservation cost is charged

4.2. STRICT 42

Payment: 30% of the reservation amount is charged at the time of booking and the balance is charged at least 42 days before the arrival.

If guest wants to cancel the reservation the following applies:

- Reservation cancellations notified 42 or more days before arrival: 30 % of the total reservation cost is charged
- Reservation cancellations between 41 days and on the arrival day or NO SHOW: 100 % of the total reservation cost is charged

4.3. STRICT 60

Payment: 30% of the reservation amount is charged at the time of booking and the balance is charged at least 60 days before the arrival.

If guest wants to cancel the reservation the following applies:

- Reservation cancellations notified 30 or more days before arrival: 30 % of the total reservation cost is charged
- Reservation cancellations between 59 days and on the arrival day or NO SHOW: 100 % of the total reservation cost is charged

The cancellation date is considered to be the day when the cancellation notice has been received (if it happens to be a holiday or Sunday, it will be considered the next working day). In case of no-show or unannounced delayed arrival, ID Booking keeps the total reservation amount.

These conditions are valid from 24.02.2023. For reservations made before 24.2.2023. the conditions applied are the ones made on the booked day until 24.02.2023.

CANCELLATION OF CAR RENTAL SERVICE

In the case of cancellation of confirmed reservation for the car rental service, the cancellation costs for the car rental service are as follows: For the cancellation ID Booking charges the advance paid as confirmation of the reservation.

7. RESPONSIBILITY OF COMPANY ID Booking

ID Booking is bound to make sure all the services are carried out professionally, on its part as well as that of the accommodation facility. Also, ID Booking is bound to make sure that all the rights of the traveler are managed according to the common law.

ID Booking is bound to make sure that the traveler gets all the services included in the rented accommodation. Furthermore, ID Booking has to answer to the traveler in case of non-performance of the services expected. ID Booking will not be responsible for the lack of a service that is caused by higher forces, or by inevitable delays in transportation, where the transporters are not in fault, according to the international rules and regulations. In these cases the traveler is responsible for all additional costs that may apply.

9. RESPONSIBILITY OF TRAVELER

The traveler commits itself to the following:

- to have on hand all valid travel documents. All costs for loss or theft of the documents during the travel period are carried by the traveler.
- to respect the customs formalities, and the rules for the foreign currency of the Republic of Croatia, as well as other countries visited during the travel.
- to respect the rules and regulations of the rented accommodation unit, and to collaborate with the Accommodation facility accordingly.
- upon arrival to the rented accommodation unit, the traveler is expected to present the given voucher, where the number of people and type of service to be offered are specified.

In case these obligations are disregarded, the traveler is responsible for all additional fees that may apply, and for all damages the traveler caused, and is bound to pay the damages to the service provider on the spot.

10. LUGGAGE

Luggage is carried at the risk of the traveler and therefore a luggage insurance is recommended.

ID Booking is not responsible for damage or loss of luggage, for theft of luggage, or valuables left in the accommodation unit. Reports for damage or loss of luggage should be made to the accommodation facility and to the nearest police station.

11. INSURANCE IN CASE OF CANCELLATION OF RESERVATION

If, during the reservation, the traveler expects he could cancel the reservation for some reason, Agency recommends Cancellation insurance. Cancellation insurance can't be paid afterwards, only during initial request for the travel. Insurance premium depends on the cost of the travel, and according to the price list of the insurance company Agency has the contract with.

12. TRAVEL INSURANCE

The cost of travel does not include the package of travel insurance: insurance against risks of accidents and diseases, travel insurance from loss or damage of luggage as well as health insurance.

With the signing of the contract for travel, which are an important part of the trip, it is considered that the customer has been provided and recommended all types of insurance listed above. If the customer requires

insurance, insurance that can be contracted directly with one of the insurers or with the agency. In this case, the agency only acts as intermediary. We recommend that you read conditions of insurance prior to purchase.

13. SOLVING COMPLAINTS

Every traveler, holder of the contract, has the right to complain to the non-performance of the agreed service. If the services offered are not entirely fulfilled, or below the quality standard, the traveler may require a partial compensation by submitting a written complaint. Every traveler has the right of complaint for not getting the paid service. Every complaint has to be submitted separately by the traveler.

If the traveler is not satisfied with a specific situation upon arrival, he is obligated to inform the representative of service provider (receptionist or owner of accommodation, etc.) as well as inform ID Booking representative immediately, giving explanation to his dissatisfaction. The traveler should contact representative of service provider first and try to get a satisfactory solution. The traveler is obligated to cooperate with the service provider and ID Booking in good will to solve the problem. If the traveler accepts a proposed solution on the spot, agency is not obligated to accept any further complaints.

If the problem is not solved, within 8 days after returning from the trip the client has to deliver a complaint in writing to the headquarters ID Booking, enclosing the written complaint, together with all documentation and photographs which proves the complaint, by e-mail or mail. ID Booking will consider only complete and documented complaints received within 8 days from returning customer.

While the solving of complaint lasts, at most 14, that is 28 days after the complaint is made, the traveler will not use any other person, UHPA, or other institution, or giving information in the media. Also, during this period, the traveler agrees not to sue.

The highest compensation regarding a complaint can be the amount of the objected part of the service, but cannot cover already used services or the complete amount for the accommodation used. That excludes the right of the traveler to any compensation of non material or optimal damage. ID Booking can not be considered responsible for weather conditions, sea temperature, or other similar situations or events that are unsatisfactory, and are not directly connected with quality of the reserved accommodation unit (bad weather, bad beach, public beach is far from the accommodation, traffic jams, crime or damage of property etc.).

14. COMPETENCE OF THE COURT OF JUSTICE

The traveler and the agency will try to solve any disputes in good will, however in case of a judicial dispute, the court of justice is located in Pula, with relevant law being Croatian law.

The information gathered through the reservation form are considered personal data and is protected by prescribed applicable Croatian regulations. By confirming the reservation you confirm that the information provided in the booking form is true and correct and that you are familiar with the purpose of their collection and processing.

15. COMPLAINS

It is the guest's obligation to conciously handle the unit and its inventory. On the day of departure the accommodation unit must be in the same condition as it was when the guest arrived. In the event of the accommodation's condition differing from its condition when booked, the guest must in 24 hours notify the person in charge of the keys. If visible irregularities are not reported in mentioned time, it will be thought that the unit was handed over in proper condition. If any irregularities occur during the guest's stay, it is their obligation to act in the same way. In the event of the owner or person in charge of the keys being unable to rectify the irregularity within a reasonable period, it is the guest's duty to inform their agent or ID Booking 's employee. If the guest voluntarily leaves the facility or finds other accommodation without giving ID Booking time to resolve the issue causing the guest's dissatisfaction, the guest is losing their right to receive compensation regardless of whether their reasons for departure were justified or not. The person in charge of the keys and the travel agent are not authorized to approve compensation requests.

Compensation requests must be delivered to ID Booking or your travel agent in written or in personal form within their stay in the accommodation unit with proof included (pictures, confirmation from the person in charge of the keys/travel agent, witness statements etc.). Complaints made after check out from the booked facility will not be taken into consideration. We emphasize that it is in the guest's interest to act in good faith and show willingness to resolve their complaint during their stay and to give their written complaint to the owner on the spot, and request written confirmation that the complaint has been received. If the guest does not meet these requirements, he / she is losing his /her right to receive compensation.

ID Booking is obligated to deliver a written decision regarding the complaint within 15 days of receiving the complaint in the same form (e-mail, ordinary mail, or personal delivery which will be replied by registered post with a return receipt). If it is necessary, in order to gather information and verify the claims in the complaint, ID Booking may postpone the decision deadline for another 14 days, of which it is obligated to inform the guest making the complaint in written form. ID Booking will resolve only those complaints for which the guest provides evidence that they gave their written complaint to the service provider on the spot and that the cause could not be eliminated on the spot. Until ID Booking reaches

a decision, the guest must refrain from mediation by any other person, judicial institution or giving information to the media.

