

General terms and conditions for booking accommodation

GENERAL PROVISIONS

These general terms and conditions apply to reservations of accommodation in Borghetto Villas of the company F.I.N.M.A.V.I. Ltd. Porec, hereinafter referred to as Borghetto Villas.

By accepting the Bid, hereinafter referred to as "Guest", the Guest is obliged to accept in full the terms and conditions of reservation which he has previously studied.

When booking the selected service, the Guest pays 20-30%, depending on the agreement, of the total price of the arrangement and the difference to the full price The Guest pays 46 days prior to arrival, unless otherwise agreed in the offer.

The possibility of payment is by bank transfer, unless otherwise agreed with Borghetto Villas.

If booking is made within 45 days prior to arrival - no prepayment payment will be offered, but you will need to pay the total amount by bank transfer.

SERVICE PRICE AND CURRENCY

The price of the service is stated on the website and in the offer.

Borghetto Villas is obliged to pay a sojourn tax at the local rate. According to the current Law on the Residence Tax of the Republic of Croatia, the Guest is obliged to pay the sojourn tax. The sojourn tax prescribed by the Law on Sojourn Tax of the Republic of Croatia amounts from 4,00 to 8,00 kn per person per day for adults. A sojourn tax fee of less than 50% is charged for the age group 12 to 18, while children up to 12 years of age are fully exempt from paying sojourn tax. The final amount of the sojourn tax for a particular reservation depends on the destination in the Republic of Croatia where the accommodation unit is, the term of stay, the number and age group of the Traveler.

All types of special services that are not included in the price The guest is paid and is obliged to order them upon reservation or by appointment, and make the payment by bank transfer or on the spot.

If the guest is looking for a special service for the duration of the reservation, it is payable on the spot in the kuna.

The published prices on the websites expressed in EUR are based on the domestic currency of KUNA according to the middle exchange rate of the National Bank of Croatia.

TRAVEL DOCUMENTATION

Travel documentation, ie booking confirmation of total payment with details about check-in / check-in, is sent to Guest online and serves as a voucher submitted by Guest on arrival.

CATEGORIZATION AND DESCRIPTION OF THE FACILITIES

The offered accommodation facilities are described according to the official category valid at the moment of their publication on the website.

The comfort of accommodation services, as well as other services offered by Borghetto Villas under the supervision of local tourist authorities. Borghetto Villas accepts no liability for oral or written information that is inconsistent with the description of the services and facilities on the Borghetto Villas website, obtained by a third party. Borghetto Villas does not respond in case of inaccurate disclosure by business partners.

ACCOMMODATION

Accommodation in Borghetto Villas is possible from 16 h on the day of commencement of service.

Accommodation must be vacated by 10 am on the day of service completion.

Arrival after 19 h is necessary to announce in advance.

Pets are allowed only in individual cases and subject to a mandatory supplement and prior notice.

Only the number of registered guests, including the children, specified in the booking confirmation may be used by the accommodation service. Additional persons, including children not announced and exceeding the number of beds, can not use the accommodation service in Borghetto Villas.

Included in accommodation price:

- Bed linen and 3 towels per person per week
- Towel for pool / per stay / per person
- Roof and slippers / per stay / per person
- L'Occitane toiletries / one-time per stay
- Toilet paper / initial quantity, the additional amount the customer purchases independently
- Usual consumption and electricity, water and gas, AC, parking, cooking utensils, dishes and drinks, dish cloths, and inventory according to description.
- Bicycles / one villa, according to the description.

Supplements:

- Extra bed is possible on request for children under 14 years at extra cost, (maximum 2 extra beds).
- Baby cot on request at extra cost.
- Pets on request at extra cost.
- Final cleaning is a mandatory surcharge in all villas.
- Deposit (900-1500 €) obligatory collection for all villas in cash upon arrival and refund in cash if no damage is done to the facility. Damage insurance is not subject to these general terms of the reservation, but will be considered when determining any damage if the Guest has an individually contracted such type of collateral.
- Surfacing on request at extra cost.

- Other services not included in the price.
- Sojourn tax is obligatory and is charged according to local rate upon arrival in cash. (cca 1,10 € per adult per day, persons from 12 to 18 years pay 50%, children up to 12 years old are exempt from paying sojourn tax)

RESERVATION FROM RESERVATION

If the Guest Cancels the Reservation, Borghetto Villas reserves the following sums of the total reservation price:

- Cancellation of more than 46 days prior to arrival - 30% of the total price of the reservation
- for cancellations from 45 to 36 days before the day of arrival - it retains 50% of the total reservation price
- Cancellation from 35th to 16th day before arrival - 80% of the total reservation price
- for cancellation from the 15th day to the no-show on the day of arrival - it holds 90% of the total reservation price
- For NO SHOW reservations or cancellation on the arrival day, 100% of the total price is charged.

If a guest who declines the trip finds a new user of the same reservation, Borghetto Villas will only charge for any costs caused by a replacement.

If the guest does not arrive in the booked accommodation until midnight on the day of use of the service, without informing Borghetto Villas about late arrival (late arrival implies arrival after 19 hrs), the reservation is considered to be canceled and the cost of cancellation of the reservation is calculated according to the above.

Guests are required to have valid personal travel documents. Irregular documents, which result in the cancellation of the reservation, and if due to such a failure of the passengers Borghetto Villas incurred additional damage, the Guest is obliged to compensate for it. If the guest receives the costs of issuing new documents during the time of booking the loss or theft of travel documents. Borghetto Villas are not responsible for the decisions of customs, police and other state bodies that are not allowed to enter the country.

Travel insurance, damage insurance and cancellation insurance are not subject to these general terms, and the Guest is advised to individually conclude such insurance.

CANCEL RESERVATIONS FROM THE Borghetto Villas

If Borghetto Villas is required to return a guest to an already booked facility for reasons of unusual or unforeseen circumstances, Borghetto Villas are obliged to offer the Guest a replacement of the same or higher quality accommodation or to make a refund of the amount paid for the reservation.

COMPLAINTS

It is in the interest of the Guest to try to solve his complaint immediately at the destination. If there is no improvement after the objection, the Guest must request confirmation that the service is not provided or not provided in the manner agreed upon. The guest must enclose this certificate with the written complaint.

The guest must lodge a complaint within 8 days after the end of the trip.

If a guest lodges a written complaint after that deadline, Borghetto Villas is not required to take such notice.

Borghetto Villas is obliged to make a written decision on this complaint within 14 days of receipt of the complaint and may postpone the lodging of a complaint resolution for an additional 14 days for the collection of information.

Borghetto Villas will only address those complaints that could not be removed on the spot during the time of booking.

While the proceedings are up to date and a total of 14 or 28 days after the submission of the complaint, the Guest irrevocably waives the mediation of any other person, arbitration or other institution as well as providing information to the media. Likewise, the Guest waives the right to sue.

The highest amount of compensation for the complaint can reach the amount of the advertised piece of service and it can not include the services already used as well as the total amount.

The guest and Borghetto Villas shall endeavor to settle disputes by mutual agreement, unless they are subject to the decision of the competent court in Poreč, where the relevant Croatian law is applicable.

OBLIGATIONS Borghetto Villas

Borghetto Villas are obliged to take care of the services performed as well as the choice of the service provider, paying attention to the good businessman and to take care of the rights and interests of the Guest in accordance with good practices in tourism. Borghetto Villas are obligated to provide all agreed services to the Guest and to provide answers to any non-performance of the service or part of the service.

GUIDELINES FOR GUESTS

The guest is obliged to make sure that he personally fulfills the conditions stipulated by the regulations of the Republic of Croatia and the country through which he travels and to comply with the house rules in the facilities of Borghetto Villas.

The guest is responsible for the damage caused, and the related costs are borne on the spot at Borghetto Villas.

LUGGAGE

The guest is obliged to take care of the things that are included in the accommodation. The guest is responsible for theft, loss or damage of things left without his supervision. Borghetto Villas does not

respond to any damaged, destroyed or lost luggage, as well as for theft of luggage or valuables in the accommodation facility (it is advisable to rent a safe if there is such a possibility or payment of the insurance package where luggage is provided). Lost luggage or theft The guest is required to report to the accommodation provider and the competent police station.

PERSONAL DATA PROTECTION

Guest personal information is provided voluntarily. The personal information of the guest is required in the booking process and is used exclusively for further communication and the obligation to register the guest in the E-visitor system. Borghetto Villas undertakes not to disclose Personal Information from the Country or to third party, except for the purpose of realizing the requested service.

The personal data of the Guest will be kept in the database, according to the Management's decision on how to collect, process and store personal data.

PUBLISH RECENT

If Guest sends a review of the accommodation, we reserve the right to publish it on our web site. If the guest specifically requests to move reviews, Borghetto Villas will do so in the shortest possible time.