

General business terms

The general business conditions are there to protect guests who make reservations for our accommodation capacities and the services we offer. By using our website, you accept the rules and general terms of business listed below. When making a reservation, the guest confirms that he is familiar with these General Terms and Conditions, and that he accepts them in their entirety.

Privacy protection

Obrt ADRIA SOLE, owner Jelena Patrk, Zvonimirova 145, 51523 Baška, OIB: 49833968177 guarantees you complete protection of communication with our agency. We guarantee that your personal data will only be used for communication between you and T.A. Adria Sole and that they will not be available to third parties.

Reservation procedure

We receive inquiries and accommodation reservations by e-mail or through our online reservation system. You can pay the advance payment for the reserved accommodation by bank transfer, credit card or Paypal service, the advance payment is 30% of the total price of your accommodation. Please note that T.A. Adria Sole calculates the net amount received on our account (minus bank charges or Paypal service charges). If we do not receive the advance payment within the agreed time as confirmation of the fixed reservation, the reservation is not valid. After payment of the advance payment, we promptly deliver it to you by email confirmation of receipt of advance payment. Upon arrival in Baška, you must first register at the Adria Sole agency and present us with

personal documents (identity card, passport) of all persons who will be staying in the reserved accommodation unit. Arrival (check-in) is possible from 15:00 and departure until 10:00. Arrivals outside working hours are possible with prior arrangement. In that case, contact us by email or phone to arrange all the necessary details.

Price of accommodation

The accommodation price includes the basic accommodation service according to the price list on the website. Special services are those services that are not included in the accommodation price (e.g. pets) and therefore the guest pays for them separately. These services should be requested at the time of booking. Accommodation prices are published in euros, in accordance with Croatian laws, and the price in euros is considered the contracted price. The remaining amount of the accommodation (minus the advance payment) is paid during the stay. If more people arrive in the reserved accommodation unit than indicated in the reservation, the landlord has the right to refuse accommodation to unannounced guests or to accept all guests with an additional charge for unannounced guests in T.A. Adria Sole. Guests pay a one-time registration fee of EUR 4 per person and a reservation fee of EUR 25 per reservation. For stays shorter than 4 nights, prices are 30% more expensive.

Payment methods

The Adria Sole travel agency uses WSPay (American Express, Visa, Maestro, MasterCard) for online payments and the PayPal payment system.

WSPay is a secure system for online payments, real-time payments, credit and debit cards and other payment methods. WSPay provides customers and merchants with secure entry and transfer of entered card data, which is confirmed by the PCI DSS certificate that WSPay has. WSPay uses an

SSL certificate with 256-bit encryption and TLS 1.2 cryptographic protocol as the highest level of protection when entering and transferring data.

Law T.A. Adria Sole to changes and dismissal

THIS. Adria Sole reserves the right to change the reservation if extraordinary circumstances of force majeure occur. The reserved accommodation will be replaced with prior written notice to the guest, with accommodation of the same or higher category and at the price of the accommodation at which the guest made the reservation. If we have to change or cancel the reservation, we will inform you as soon as possible and will try to find you an alternative accommodation of similar type, standard and location. If it is not possible to offer alternative accommodation or you refuse to accept it, we will fully refund the advance payment, and thus any obligation and responsibility on our part ends.

Guest's right to changes and cancellation

In case the guest wants to change or cancel the reservation made according to his request, he must do so in writing (by e-mail, mail or fax). The guest has the right to refund the advance payment only if he cancels his reservation no later than 60 days before check-in. THIS. Adria Sole will refund the money within 7 days of the written cancellation of the reservation, and the funds will be returned to the same card from which they were previously debited.

Changing the reservation means changing the number of people or the date of start and/or end of using the service no later than 30 days before the start of using the service. In the event that it is not possible to change the reservation, and if the guest cancels the confirmed reservation because of this, the conditions for canceling the reservation below apply.

In case of cancellation of a fixed confirmed accommodation reservation, the date of receipt of the written cancellation is the basis for the calculation of cancellation costs as follows:

- for cancellation up to 30 days before the start of using the service, 30% of the total price of the accommodation is charged,
- for cancellation from 29 to 15 days before the start of using the service, 40% of the total price of the accommodation is charged
- for cancellation from 14 to 8 days before the start of using the service, 50% of the total price of the accommodation is charged
- for cancellation from 7 to 2 days before the start of using the service, 70% of the total price of the accommodation is charged
- for cancellation from 1 to 0 days before the start of using the service or in case of non-arrival of the client by midnight on the day of starting to use the service, 100% of the total price of the accommodation is charged.

In case of a change by shortening the stay on the spot, the client is obliged to pay the agreed amount of the stay in full.

Obligations of T.A. Adria Sole

The duty of T.A. Adria Sole is to take care of the implementation of services, the rights and interests of the guest in accordance with good customs in tourism. THIS. Adria Sole will perform all obligations in full and in the manner described, in good faith as a conscientious intermediary in accordance with the rules of the profession, except in extraordinary circumstances.

Obligations of the Guest

The guest is obliged to:

Observe house rules in accommodation facilities. By confirming the reservation, you are OBLIGED to keep the property, as well as all furniture, furnishings, equipment and the environment in the same condition and conditions as they were at the beginning of using the accommodation. Final cleaning is included in the price unless otherwise stated, you are expected to maintain the cleanliness that you found when entering the accommodation unit. You are responsible for all damages incurred during your stay, or loss of belongings. The lessor reserves the right to charge for compensation for the resulting damage.

Security and values

THIS. Adria Sole is fully responsible for damaged, destroyed or lost luggage, as well as for its theft. You leave any valuables in the rented accommodation at your own risk. The lessor as well as T.A. Adria Sole will not bear any responsibility for their loss. If you leave the accommodation due to burglary, no refund will be granted. Neither the lessor nor the agency as providers of accommodation reservation services bear any responsibility for injuries to anyone in the rented accommodation.

Links to third party sites

The website of the Adria Sole agency contains links to websites that are under the supervision of other natural or legal persons. The above links are available only as a recommendation and are a potential source of additional information. Adria Sole agency has no influence on them and is

released from any responsibility for their content, truthfulness and accuracy of the information found on them.

Resolving objections

If there is a problem related to your accommodation, please bring it to our attention during the first two days of your stay, so that the problem can be resolved in time. If you fail to do so, the right to all subsequent complaints is cancelled. The guest is obliged to cooperate with T.A. Adria Sole and the renter in order to remove the causes of complaints, and if it is not possible to remove the causes of complaints, we undertake to offer, when and if possible, alternative accommodation that corresponds to the paid service. Only complaints resolved during the stay, the cause of which could not be eliminated, will be considered, and the highest compensation per complaint can amount to the amount of the advance payment and does not include already used services, as well as the entire amount. If the guest refuses an alternative solution that corresponds to the paid service, T.A. Adria Sole will not accept the guest's subsequent complaint. We hereby exclude the guest's right to compensation for damages. We do not accept subsequent complaints about the used service. Obrt ADRIA SOLE, vl. Jelena Patrk, Zvonimirova 145, 51523 Baška, OIB: 49833968177 undertakes and guarantees that the deadline for submitting a complaint is 15 days, by e-mail, in a branch or by post.

NOTE : T.A. Adria Sole shall not be held responsible for possible climatic disasters, works, noise coming from outside the accommodation facility and other similar situations or events that may cause dissatisfaction of the guest, and are not directly related to the quality of the booked accommodation unit.

Jurisdiction of the court

All objections will be resolved amicably. In the event that objections and misunderstandings cannot be resolved amicably, the jurisdiction of the Municipal Court in Krk is determined.

