

TERMS AND CONDITIONS

- 1. Offer:** The lessor, „Luxury Villas Loma“, or his partners prepares an offer for accommodation to guests in the villas or apartments of „Luxury Villas Loma“. The offer includes the total price expressed in euros (€) for accommodation in the requested period.
- 2. Reservation:** By accepting the offer, the guest commits to making a reservation of the apartment by paying a deposit in the amount of 50% of the offer price. The remaining amount is paid 30 days before check-in at the property „Luxury Villas Loma“. The payment for the apartment reservation should be made immediately upon accepting the offer, and no later than within 24 hours.
- 3. Payment method:**
 - A. Bank transfer to the account:
BANK NAME: Zagrebačka banka d.d.
IBAN: HR2123600001102561259
bic/swift: ZABHR2X
 - B. Via Payment Gateway system on our partners websites.
- 4. Booking confirmation:** Upon receipt of the payment, „Luxury Villas Loma“ or their partners sends the guest a booking confirmation.
- 5. Cancellation of reservation:** In case of cancellation of the reservation up to 30 days before arrival, the deposit in the amount of 50% is non-refundable. When confirming the reservation, the guest accepts and confirms familiarity with the general conditions of use of our accommodation.
- 6. Change of reservation:** If the guest requests a change in the start or end dates on an already confirmed reservation, the following conditions apply:
 - For a reservation amount that is higher than the original, the host will only charge the price difference.
 - For a reservation amount that is lower than the original, the host will make changes according to the guest's request, but the reservation amount will not be reduced.
 - If the guest shortens the contracted stay for personal reasons, the amount of the reservation will not be reduced.
- 7. Responsibility:** The guest is obliged to take care of his belongings brought into the accommodation. The lessor is not responsible for the property of the guest.
- 8. Arrival and departure:** Check-in is possible from 4:00 p.m. to 10:00 p.m. on the day of arrival. Check-out is possible until 10:00 a.m. on the day of departure. Upon arrival, the guest is required to pay a security deposit in the amount of EUR 400 (for the villa) and EUR 200 (for the apartment) in case of damage. The deposit is returned in full on the day of check-out, if no damage was found to the property. In case of damage, the deposit is not returned. If the damage is found to be greater than the amount of the security deposit, the owners have the right to demand payment of the remaining amount in cash on the spot.
- 9. Use of space and facility:** Guests are responsible for the maintenance and cleanliness of the premises during their stay. The use of the equipment and contents of the facility should be in accordance with the lessor's instructions.
- 10. Number of guests:** The number of persons staying in the villa or apartment must not exceed the maximum allowed number of guests defined by the rules of the facility.
- 11. Use of the swimming pool, jacuzzi and children's playground:** The guest is absolutely responsible for the use of the swimming pool, jacuzzi and children's playground, each use is at his own risk. Children must be under the constant supervision of adults in the pool area.

- 12. Smoking:** Smoking is prohibited in closed areas of the villas and apartments. Smoking is allowed only in designated outdoor areas, if such areas exist.
- 13. Pets:** Pets are allowed with a monetary fee for each pet per night. Guests should inform the lessor about the presence of a pet in advance. Existing rules and restrictions for pets must be respected.
- 14. Damages and loss:** Guests are responsible for any damage or loss of property in the apartment caused by their fault. We ask guests to immediately notify the landlord of any damage or loss.
- 15. Compliance with the rules:** Guests are obliged to respect the house rules and the landlord's instructions. In case of violation of the rules, the lessor reserves the right to cancel the reservation and request the payment of additional costs or damages.

Remark:

By confirming the reservation and entering the villa or apartment, guests confirm that they have read and accept the general terms and conditions of business as well as the house rules and undertake to comply with them during their stay.

HOUSE RULES

- Check-in is possible from 4:00 p.m. to 10:00 p.m. on the day of arrival.
- Check-out is until 10:00 a.m. on the day of departure.
- Persons who are not our guests may not stay in the accommodation without the host's permission.
- The guest is responsible for personal belongings and valuables left in the accommodation, and the host is not responsible for their subsequent loss.
- Please handle the items in the accommodation with care. The guest is obliged to compensate for the damage caused in the facility.
- We kindly ask you to make sure that you do not leave the air conditioner with the windows and doors open.
- When leaving, be sure to lock the doors and windows, turn off the lights and all electrical devices (TV, air conditioner, stove, etc.) and close the taps.
- In exceptional circumstances and in the absence of guests, the host has the right to enter the facility in order to prevent the occurrence of possible damage or danger. The host is obliged to inform the guest about entering the facility at the first subsequent contact.
- The jacuzzi is equipped with an automatic device for filtering and heating water. Jacuzzi maintenance is the host's responsibility and will be done once or twice a week.
- It is forbidden to defecate in the pool.
- It is forbidden to destroy equipment and furniture, make a mess and disturb others. In this case, the service may be terminated at any time.
- Peace and quiet should be observed from 22:00 to 08:00 o'clock.
- The use of equipment and devices that are not an integral part of the facility's offer may only be used with the host's consent.
- Bringing animals is allowed only with the host's consent.
- In case of missing or damaged installations, furniture, devices or equipment of the object, the guest is obliged to inform the host about this, and the host is obliged to eliminate the defects as soon as possible.
- It is forbidden to remove devices and equipment (loungers, towels, blankets, etc.) from the facility.
- Upon arrival, hand over your identity card or passport to the host, in order to register your guests at the Tourist Office.
- Upon departure, you are obliged to leave the accommodation unit tidy and without content that does not belong to it.
- You can send your comments, suggestions and compliments to the host at the following email address: joboloma.doo@gmail.com