

TERMS & CONDITIONS – SELINA VILLAGE d.o.o.

Legal Notice

Accommodation services are provided exclusively by:

Selina Village d.o.o.

Registered seat: Selina 63, 52448 Sveti Lovreč, Croatia

VAT/OIE: **18940642647**

Company Registration No.: **05872243**

Registered activity: *Holiday and short-stay accommodation (Odmaraališta i slični objekti za kraći odmor)*

Email: selinavillage@gmail.com

Website: www.selinavillage.com

Booking site: <https://selinavillage.eurotours-villas.com>

These Terms & Conditions regulate the relationship between Selina Village d.o.o. (hereinafter: *Service Provider*) and guests who book and use accommodation owned and operated by the Service Provider.

By completing a reservation and submitting payment, the guest confirms acceptance of these Terms.

1. Reservation

A reservation becomes valid when the guest receives written confirmation via email. The guest is responsible for ensuring the accuracy of all information provided. Special requests must be confirmed in writing to be considered valid.

2. Personal Data Protection

Personal data is collected voluntarily and used exclusively for:

- reservation processing
- fulfilment of legal obligations
- communication with the guest

Data will not be shared with third parties except those directly involved in providing the contracted service.

Guests may unsubscribe from marketing communications by emailing: selinavillage@gmail.com

3. Prices and Payment Methods

Prices are expressed in EUR per property per night.

Selina Village d.o.o. applies the **Flexy30** payment model:

SELINA VILLAGE d.o.o.

Selina 63
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- **10% deposit at the time of booking**
- **90% no later than 30 days before arrival**

Accepted payment methods:

- **Visa, Maestro, Mastercard**
- **Bank transfer**

Bank details:

IBAN: **HR45 2380 0061 1100 2506 2**

BIC/SWIFT: **ISKBHR2X**

Payment reference: reservation number

If the remaining balance is not paid on time, the booking may be cancelled.

Prices include utilities (water, electricity, gas), Wi-Fi, bed linen, towels, and final cleaning unless otherwise specified.

4. Mandatory Free Cancellation Option (Card Scheme Compliance)

In compliance with international card scheme rules (Visa, Mastercard, etc.), Selina Village d.o.o. provides a **free cancellation option**:

Free cancellation within 24 hours of booking

Guests may cancel their booking **within 24 hours** of reservation confirmation and receive a **full refund** of all paid amounts.

Refund processing time:

Refunds for 24-hour cancellations will be completed **within 14 days**, by card reversal or bank transfer.

5. Cancellation Policy – Flexy30

Outside the 24-hour free cancellation window, the following applies:

5.1. Standard Cancellation Terms

- **30+ days before arrival: Full refund minus €50 administrative fee**
- **29 days or fewer before arrival / no-show: Charge of 100% of the total booking amount**

Cancellations must be submitted in writing to: **selinavillage@gmail.com**

5.2. Refund Timeline

If the guest is entitled to a refund or compensation, the refund will be processed **within 14 days**, via:

- card refund (reversal/credit), or
- bank transfer

depending on the original payment method.

6. Accommodation and Guest Rules

6.1 Number of Guests

The number of guests must not exceed the number stated in the booking confirmation. Unauthorized guests may result in immediate termination of the stay without refund.

6.2 House Rules

Guests must comply with the house rules displayed in each accommodation unit.

6.3 Noise

A completely noise-free environment cannot be guaranteed due to natural surroundings or third-party activities.

6.4 Pets, Insects, and Allergies

Because of the rural environment, occasional insects or small animals may appear. This does not constitute grounds for complaint.

6.5 Pool, Jacuzzi, Sauna, Gym and Other Facilities

All facilities provided by Selina Village, including **pools, jacuzzis, saunas, gyms, and any other recreational amenities**, are used **entirely at the guest's own risk**.

Selina Village d.o.o. **accepts no liability** for injuries, accidents, or damages arising from the use of these facilities.

6.6 Check-in and Check-out

- Check-in: **from 16:00**
- Check-out: **until 10:00**

Late arrivals must be communicated in advance. Early departure does not grant a refund.

7. Guest Obligations

Guests are required to:

- use the accommodation responsibly
- report any damages immediately

- respect neighbours and the surrounding environment

Damages caused by the guest will be charged accordingly.

In cases of disturbance or misconduct, the Service Provider may terminate the stay without refund.

8. Complaints

Any irregularities must be reported immediately upon arrival.

Complaints may be submitted in writing to **selinavillage@gmail.com**

A written response will be provided within **15 days**.

9. Liability

Selina Village d.o.o. is responsible for the accommodation being provided as described.

The Service Provider is **not liable** for:

- negligence or actions of the guest
- actions of third parties
- environmental noise
- force majeure
- theft or loss of personal belongings
- injuries or damage caused during the use of pool, jacuzzi, sauna, gym or other amenities

Liability is limited to the total amount of the reservation.

10. Jurisdiction

Any disputes will be handled in accordance with Croatian law.

Jurisdiction lies with the competent court in the Republic of Croatia.

Company Director: Alen Babić

SELINA VILLAGE d.o.o.

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