

SUZY - TOURS

Complete Tourist Service

Ulica Slavka Nikolića 51, Krk - HR

ID KOD:HR-B-51-08010402300

OIB: 08608011861

Tel: +385 51 520-474

www.suzy-tours.hr

e-mail:suzytours1@gmail.com

Travel Agency Suzy Tours Terms & Conditions And The Privacy Policy

1. Introduction

The travel agency "Suzy-tours," located at Slavka Nikolica 51, Krk (hereinafter referred to as "the Agency"), facilitates accommodation services by making reservations on behalf of property owners and acting as their intermediary.

2. Booking and Payment

Accommodation booking requests can be submitted electronically or in person at the Agency. A deposit of 30% of the total cost is required at the time of reservation. The remaining balance must be paid no later than 15 days before the arrival date via bank transfer.

3. Accommodation Pricing

The accommodation price includes basic services as specified in the reservation: daily rent, bed linen, towels, a fully equipped kitchen with necessary dishes and utensils, and the use of water, electricity, and gas.

Additional services, such as air conditioning, pet fees, extra beds, and other specified amenities, are not included in the base price and must be paid separately.

All prices are valid for stays of four or more days. For stays shorter than four days (1, 2, or 3 days), a 30% surcharge applies.

If accommodation prices change after a Guest makes an inquiry but before the deposit is paid, the Agency is obligated to inform the Guest of the change. Once the deposit is paid, the agreed price remains fixed.

4. Service Description

Accommodation units are described according to the official categorization set by relevant authorities. Standards of accommodation, food, and other services may vary and are not universally comparable.

Guests will be accommodated in clean and tidy units. Bed linen and towels are provided and replaced weekly.

- Check-in: From 15:00 or 16:00
- Check-out: By 10:00

Guests will receive the keys from either the property owner or an Agency representative.

5. Agency's Right to Changes and Cancellation

The Agency reserves the right to alter or cancel a reservation if unforeseen circumstances arise before or during the Guest's stay. In such cases, the Agency, in cooperation with the owner, will offer alternative accommodation of the same or higher category, subject to the Guest's approval.

Complaints related to last-minute offers will not be entertained.

6. Guest's Right to Changes and Cancellation

If a Guest wishes to cancel their reservation, they must notify the Agency via email, fax, or postal mail. Cancellation fees are applied as follows:

- 1.More than 45 days before arrival: Full refund of the deposit.
- 2.44–30 days before arrival: 50% refund of the deposit.
- 3.Less than 30 days before arrival: No refund of the deposit.

- Administrative Fee: A fee of €10 applies to all cancellations.
- Early Departure: Guests departing early are required to pay the full reservation cost.

If the Guest does not arrive by 20:00 on the scheduled check-in date without prior notice to the Agency or owner, the reservation will be canceled, and the costs will be charged according to the terms above.

7. Agency and Owner's Responsibilities

The Agency is responsible for ensuring the proper execution of the agreed services and safeguarding the Guest's rights and interests in line with established tourism practices. The property owner is responsible for delivering the reserved services and is liable for any shortcomings.

The Agency and the owner disclaim liability for service disruptions or changes caused by force majeure.

Privacy Policy:

The Agency respects the privacy of its clients and does not share personal information with third parties. Email addresses may be used for special offers and newsletters, but Guests can request to unsubscribe at any time.

All Guest information is treated confidentially and is accessible only to employees who require it to fulfill their duties. Employees and business partners are obligated to adhere to the Agency's privacy policy.

8. Guest's Obligations

The Guest is required to:

- Possess a valid passport or appropriate travel document.
- Comply with the customs and immigration laws of the Republic of Croatia.
- Adhere to the house rules and cooperate with the property owner and the Agency in good faith. Guests who violate house rules will have their accommodation service terminated without refund and must pay the full amount for the reserved period, even if their stay is shortened.
- Provide the Agency with travel or personal identification documents for themselves and all accompanying travelers upon arrival for tourist registration purposes, and settle any remaining balance due.
- Notify the Agency when making a booking inquiry if they plan to bring a pet. Even when pets are permitted in the accommodation, the Guest must specify the type and size of the pet. Permission to bring pets does not automatically mean the pet can roam freely throughout the property.
- Guests are responsible for ensuring the pet is supervised and must not leave the pet unattended in the accommodation unit.

- Any costs arising from failure to meet these obligations will be borne by the Guest.

9. Resolving Complaints

The Guest has the right to seek adequate compensation if the services paid for are not delivered as agreed. Any complaint must be submitted in writing and supported with evidence.

Complaint Procedure:

- Upon arrival, if the Guest is dissatisfied with the condition of the accommodation, they must immediately inform both the owner and the Agency. The Guest is required to cooperate with the Agency and the property owner to address and resolve the issue.
- If the complaint is justified and the owner's services are unsatisfactory, the Agency will take necessary steps to provide a suitable solution equal to the service paid for. The Agency and the owner will not offer alternative accommodation of a lower category.
- If the Guest leaves the accommodation without providing the Agency an opportunity to resolve the issue, they forfeit the right to a refund or compensation.

Submission of Complaints:

- The Guest must submit a written complaint to the Agency no later than 8 days after returning from their trip. The complaint should include documentation signed by the owner and any associated costs.
- The Agency will respond and attempt to resolve the complaint within 14 days of receipt.
- During the resolution period, the Guest agrees not to involve third parties, courts, or media outlets. Claims for non-material damages are excluded from this process.
- Only properly completed and timely complaints will be considered.

10. Arbitration

The Guest and the Agency will strive to resolve any disputes or disagreements amicably. If an agreement cannot be reached, the Court in Krk will have jurisdiction over the matter.

INTRODUCTORY PROVISIONS

Suzy Tours prioritizes the protection of personal data in compliance with best business practices, Croatian laws, and European regulations, including the **General Data Protection Regulation (GDPR)** (EU Regulation 2016/679).

This policy provides all necessary information about the collection, processing, and protection of personal data and outlines the rights clients have regarding such processing.

SCOPE OF APPLICATION

This policy applies to all personal data collected and processed by Suzy Tours.

- A **client** is anyone who requests services or offers from Suzy Tours.
- **Personal data** refers to information relating to an identified or identifiable individual as defined by Article 4 of the GDPR.
- **Data processing** means any operation or set of operations performed on personal data, as described in Article 4 of the GDPR.

PRINCIPLES OF PERSONAL DATA PROCESSING

1. Legitimate, Fair, and Transparent Processing

Data is processed in accordance with applicable laws and best practices.

2. Purpose Limitation

Data is processed only for purposes for which it was collected.

3. Data Minimization

Only data necessary for the intended purpose is collected and processed.

4. Data Accuracy

Suzy Tours ensures accuracy. Clients can access and correct their data at any time.

5. Retention Limitation

Data is retained only as long as necessary to fulfill its purpose or as required by law (minimum 5 years).

6. Data Security

Suzy Tours employs robust internal security procedures to protect personal data.

CLIENT RIGHTS

Under the GDPR, clients have the following rights:

1. Right to Access

Clients may request confirmation of whether their data is processed and receive details, including:

- The purpose of processing.
- Categories of data processed.
- Data recipients.
- Retention periods or criteria.
- Rights to correction, deletion, and objection.
- Complaint mechanisms.
- Safeguards for data transferred to third countries.

2. Right to Correction and Deletion

Clients may request correction of inaccurate data or deletion of data that is no longer necessary or required by law. Suzy Tours will notify clients of changes made at their request.

3. Right to Restrict Processing

Clients may request limitations on data processing under certain conditions as defined by the GDPR.

4. Right to Data Portability

Clients can request their data in a structured, machine-readable format and transfer it to another controller.

5. Right to Object

Clients may object to data processing at any time.

PERSONAL DATA COLLECTION METHODS

Suzy Tours collects client data via:

- **In-Person Visits**

Data is provided during reservations or inquiries, either directly or through third parties.

- **Website**

Data is submitted via forms during online reservations or inquiries.

- **Client Consent**

Consent is obtained for specific uses as required by GDPR.

DATA COLLECTED

Collected data includes:

- Name and surname
- Phone number, postal address, and email
- Location, nationality, gender, and date of birth
- Passport number or identification document (if legally required)
- Payment details

PURPOSES OF DATA PROCESSING

1. **Contract Fulfillment**

Data is used to provide requested services or offers.

2. **Client Communication**

With consent, data may be used to inform clients about services and offers.

3. **Internal Use**

Data helps improve customer experiences, respond to complaints, ensure security, and optimize services.

4. **Legal Compliance**

Data may be provided to state authorities as required by law.

DATA SHARING WITH THIRD PARTIES

Data may be shared with:

1. Service Providers

To fulfill bookings or offers (e.g., accommodations, transport).

2. Subcontractors

Only trusted subcontractors within the EU are engaged, ensuring GDPR compliance.

3. Consent-Based Sharing

Data is shared when the client provides explicit consent.

DATA SECURITY

Suzy Tours employs advanced security measures and continually adapts internal procedures to protect client data from unauthorized access, loss, or misuse.

CLIENT COMMUNICATION

Clients can address data protection inquiries or concerns to:

- **Email:** suzytours1@gmail.com

Clients may also file complaints with Croatia's Personal Data Protection Agency if necessary.

CHANGES TO THE POLICY

This policy is effective from the date of publication and available on Suzy Tours' website. Clients will be notified of any updates.

WEBSITE USE AND COOKIES

Purpose of Cookies

Cookies enhance site navigation and save user preferences. Google Analytics is used for market analysis.

Managing Cookies

Users can manage or disable cookies via their browser settings.

DISCLAIMERS AND LIMITATIONS

1. Content Accuracy

Information on the website is regularly updated; however, errors may occur.

2. Third-Party Links

Suzy Tours is not responsible for the content or policies of linked third-party sites.

3. Changes to Terms

Suzy Tours may update website terms and conditions, which do not affect confirmed reservations.