

TRAVEO, tourism services business and tourist agency

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TERMS AND CONDITIONS**Article 1.**

The subject of this contract is the provision of intermediary services by the Agency, acting in its own name and on its own account, offering accommodation services and services as provided by the Hospitality Industry Act, for which the property owner has obtained all valid permits. The property owner authorizes the Agency to act in its own name and on its own account in the sale and collection of accommodation services and other services for which the property owner has a permit. The Agency undertakes to include all services in its own sales systems and online and digital presentation channels. The Agency will make every effort to maximize the occupancy of accommodation capacities but cannot be held responsible for their non-occupancy.

Article 2.

By signing this contract, the property owner, whether a natural or legal person, confirms that they are engaged in this activity in accordance with the Hospitality Industry Act and other applicable laws and regulations of the Republic of Croatia, particularly that their accommodation capacities are registered in the prescribed registry of the competent county office of state administration and that they have a valid decision for providing household services. The property owner is obligated to register guests with the relevant tourist office, pay the residence tax, all applicable taxes, surcharges, contributions, and membership fees, maintain all legally required records, and fulfill all binding legal obligations. If it turns out that the property owner, signatory of this contract, fails to fulfill these obligations, provides false information, and thereby causes damage to the Agency or its guests, they are obliged to compensate for the damage.

Article 3.

By signing this contract, the property owner voluntarily provides the Agency with access to their personal data and agrees to the transmission of this data to third parties (guests or sub-agents) in the country and abroad who participate in the reservation process. This data may be used for further mutual communication and the delivery of the Agency's marketing notifications. The Agency is obligated to store the property owner's data in its database in accordance with the Agency's policy on data collection, storage, and protection.

Article 4.

The Agency will make payments to the property owner for all provided hospitality services via a bank account. The Agency will deduct the agreed commission from the selling price it collects in its own name and on its own account. The property owner authorizes the Agency to retain the agreed commission upon guest payment, with the remaining balance of the reservation amount being transferred to the property owner's bank account. The property owner is not entitled to change the agreed prices for existing reservations and inquiries. The property owner may grant the Agency a discount on the agreed prices via email or telephone communication.

Article 5.

Guests who have made reservations through the Agency may modify their reservations only in agreement with the Agency. If a guest wishes to extend their stay during their accommodation or expresses interest in returning, the property owner is obliged to refer them to the Agency to arrange all details regarding the new reservation. The guest is then required to pay all services directly to the Agency at the Agency's selling price unless otherwise agreed. It is strictly prohibited for the property owner to distribute their own promotional materials and to arrange further service provisions directly with the Agency's guests. Otherwise, the Agency may, without prior notice to the property owner, temporarily remove all accommodation units from its online offer and permanently terminate the cooperation.

Article 6.

If the property owner cancels a confirmed reservation for reasons other than those mentioned in Article 5 of the General Terms and Conditions, they are obliged, in agreement with the Agency, to offer the guest a service of the same or higher category in the same destination and cover all additional costs. If the guest does not accept the offered solution, the property owner must return to the Agency the amount received for the canceled reservation and bear all subsequent claims.

Article 7.

The Agency does not contract (directly or indirectly) accommodations that involve forced labor or employ children to perform tasks typically carried out by adults. There are specific working hours and conditions for children (under 14 years old) in accordance with the UN Convention on the Rights of the Child and/or ILO Convention 138.

Article 8.

Payments to the property owner for reservations will be made according to the agreed price list. The Agency will add its own markup to the owner's price and undertakes to pay VAT at a rate of 25% on its own commission. The property owner may simultaneously rent out their accommodation independently but is obligated to promptly update their occupied dates in the provided booking interface, via email, SMS, or phone call.

Article 9.

Payments to the property owner are made during the guest's stay, or once the Agency receives the funds. Cancellation and modification policies for direct reservations are as follows:

- Cancellation fees depend on the time before the start of the service: a. For cancellations up to 60 days before the service start date, no cancellation fees apply. b. For cancellations within 59 days before the service start date, 50% of the total reservation price is charged. c. For cancellations after departure, or if the guest does not show up at the reserved accommodation, 100% of the total reservation price is charged.

Cancellation fees for other reservations will be determined based on the policy of the platform through which the reservation was made.

By signing this contract, the property owner agrees to all the stated terms and conditions. The property owner is required to return the signed contract within 30 days, which also implies agreement with the current General Terms and Conditions. If the property owner later wishes to change the pricing, they must request approval from the Agency.

Article 10.

This contract comes into effect on the date of signing and remains valid until terminated. The termination of the contract takes effect no later than 15 days from the submission of a written explanation for ending the cooperation.

Article 11.

This contract is made in two (2) identical copies, one for each contracting party. The contracting parties agree to resolve any disputes amicably, and in case of conflict, the competent court is the Municipal Court in Split.