

TERMS AND CONDITIONS

ACCEPTANCE OF CONDITIONS

This website, as well as its subdomains and accompanying printed materials (hereinafter referred to as "the Site") are owned by PREMIUM BOOKER (GANAR d.o.o), Put Smokvinca 32, 21216 Kaštel Stari, Croatia TAX ID: 26011630183, COMPANY CODE: HR-B-21-060412713

(hereinafter referred to as PREMIUM BOOKER). By using this site, ie any of the services, products or information contained therein, you agree to these terms and conditions of use and other notices herein. If you do not agree with the above, please do not use it.

THE ACCURACY AND RELIABILITY OF THE DATA PAGE

PREMIUM BOOKER undertakes to take all reasonable measures regarding the provision of accurate and high quality information and does not respond to inaccurate information from business partners regarding their promotional materials. A business partner, ie the provider of a particular service on the site, is the owner or authorized representative of the owner of the advertised object / tourist service and as such has all the necessary documentation for dealing with his / her business. A business partner, ie the provider of a particular service on the site, is required to provide accurate and true information about their services and to guarantee their safety, quality and legality. Any eventual changes are due to promptly inform the owner of the site.

RIGHT OF EXCLUSION

If there is no compensation for the service defined under these terms, or if the material you submit is in conflict with the law, and if we estimate that third parties are causing any damage in any way, we reserve the right to remove the site without further explanation and without any obligation to do so. In the event that a site user violates the General Terms and Conditions of Use and in any way damages the site owner or other advertisers, we reserve the right to remove the page without further explanation and without any obligation to the same.

Rule of liability

PREMIUM BOOKER acts as an intermediary in the accommodation booking between the guest and the homeowner.

PREMIUM BOOKER is in no way liable for any damage suffered by a guest or a person related to it or in connection with items / objects owned or in possession by the guest (whether the damage

is caused in relation to the property or integrity / health of the guest, I regardless of the cause and source of damage).

By using this Site, the user is acquainted with the intermediary role of PREMIUM BOOKER as well as with the Rule of liability of PREMIUM BOOKER and waives any right to claim that and such damages against PREMIUM BOOKER.

Payment and Cancellation Policy

The Agency offers guests a choice between two payment and cancellation policies.

Non-refundable Rate

Guests who choose the non-refundable rate are entitled to a 5% discount on the total accommodation price. Under this rate, 100% of the total reservation amount is charged at the time of booking confirmation.

In case of cancellation, modification, or no-show, no refund will be granted, regardless of the reason for cancellation.

Standard Rate – Payment Before Arrival

Guests may choose the standard rate with the obligation to pay 100% of the total reservation amount no later than 30 days before arrival, or 60 days before arrival for selected properties, depending on the accommodation conditions.

After the deadline of 30 days, or 60 days before the start of the reservation, no refund will be granted in the event of cancellation, modification, or no-show.

In both cases, the reservation is considered valid only after 100% of the total reservation amount has been charged, in accordance with the selected payment policy.

Complaint Policy

The Guest has the right to submit a written complaint to the Agency in the event of dissatisfaction with the provided services. Complaints may be submitted by email to info@premium-booker.com and/or by postal mail to the following address:

Ganar d.o.o.
Obala Kralja Tomislava 20
21216 Kaštela Novi
Premium Booker Branch Office

The Agency is obliged to review the received complaint and provide the Guest with a written response within the statutory deadline of 15 days from the date of receipt of the complaint, in accordance with the applicable laws of the Republic of Croatia.

CHANGING THESE TERMS AND CONDITIONS OF BUSINESS

We reserve the right to change these advertising terms and conditions, as well as other terms and conditions without prior notice, in order to increase the quality of "the Site"

For all information regarding these terms and conditions please contact us by email info.trogir.ganar@premium-booker.com or at:

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