

Terms and conditions

T.O. Aida

Paška 14, 52440 Poreč, Croatia

ID Code: HR - AB - 52-180 111 02 047

OIB:13797752672

1. Scope of Terms

These Terms and Conditions apply to all services provided by Aida Tours, whether directly or indirectly through distributors, via the Internet, email, or telephone. By accessing, browsing, or using our website or any platform, and by making a reservation, you acknowledge that you have read, understood, and agreed to the terms outlined below.

2. Contractual Relationship

A contract is formed between the renter and the client upon making a reservation through Aida Tours. Aida Tours acts solely as an intermediary, representing the renter and addressing client inquiries. The rental agreement pertains exclusively to the accommodation services, with the property owner responsible for ensuring the availability and condition of the reserved accommodation.

3. Client Responsibilities

The client is required to:

- Possess valid travel documents, including visas where applicable;
- Comply with the customs and currency regulations of the destination country;
- Adhere to the house rules of the rented accommodation and engage with the renter in good faith.

Failure to meet these obligations may result in the client bearing full responsibility for any consequences and being liable for any damages incurred. Clients must compensate for any damage caused due to their actions directly at the rental location.

4. Cancellation Policy

- **Bookings canceled at least 30 days prior to guest arrival will receive a 100% refund**
- **Cancellations made between 29 days before arrival and the arrival date, or in case of a no-show: 100% of the prepayment will be charged.**

In case of free cancellation of previously accepted credit transactions, money will be returned into the same card within 14 days.

If a delay in arrival is not communicated in advance, the reservation will be considered null and void from the beginning of the next working day.

5. Modifications and Cancellations by Aida Tours

Aida Tours reserves the right to amend offers before acceptance in cases of significant changes in circumstances. If modifications or cancellations become necessary, we will notify the client as soon as possible and strive to provide an alternative accommodation of similar type, standard, and location.

If a suitable replacement cannot be found or is declined by the client, Aida Tours reserves the right to cancel the reservation, in which case the full amount paid will be refunded. This refund nullifies any further obligations or liabilities on our part.

Aida Tours functions solely as a rental intermediary and is not responsible for the accuracy of property information provided by the renter. The property owner remains accountable for the availability and condition of the accommodation.

6. Complaints Procedure

If an issue arises regarding the accommodation, clients must report it as soon as it is noticed and no later than 24 hours after check-in. Failure to do so invalidates subsequent complaints. Clients are expected to cooperate in good faith with Aida Tours representatives and service providers to resolve any issues.

Clients are responsible for maintaining the property, its furniture, and equipment in the same condition as received. Any additional cleaning or damage beyond normal wear and tear may be subject to extra charges.

Aida Tours is not liable for damage or loss of client or renter property. Any disputes regarding damages to the rented accommodation are to be resolved directly between the property owner and the client.

If a client cancels after arrival or departs earlier than scheduled, the full reservation amount remains payable. Refunds are not issued based on early departure or dissatisfaction with subjective elements such as location, furniture, noise, privacy, size, or view.

For cleanliness concerns upon arrival, clients should contact the property owner for re-cleaning or, if unavailable, notify Aida Tours to arrange for cleaning services.

7. Check-in, Check-out, and Key Handover

Detailed instructions regarding key handover, check-in and check-out times, directions, and other essential travel information are available on our website, via email, or at the time of booking.

8. Pet Policy

Pets are only allowed in accommodation units explicitly designated as pet-friendly on our website. An additional fee applies for pets, as well as for final cleaning. The number of pets must be declared at the time of booking.

9. COMPLAINTS

Guests may submit written complaints via email at **info@aida-tours.hr** or by post to **Aida Tours, Paška 14, 52440 Poreč**. The legal deadline for response is 15 days from the date of receipt.

Any legal disputes will be under the jurisdiction of the **Court in Poreč, Croatia**.