

GENERAL BOOKING AND STAY TERMS

VILLA ZARA

Owner: Teodor Maksimović
Kučići, Omiš, Croatia

1. BOOKING

A booking may be made by a person aged 18 or over who is responsible for all persons named in the reservation.

A reservation is considered confirmed once the booking and payment have been completed in accordance with the terms applicable to the specific reservation. The person making the booking is responsible for the accuracy of all information provided and for the conduct of all members of their party.

Only persons named in the reservation may stay at the property unless otherwise expressly approved by the owner.

2. PRICE AND PAYMENT

The following payment model applies to Villa Zara reservations:

- 40% of the total booking price is payable at the time of booking.
- The remaining 60% is payable in accordance with the deadline and payment terms stated for the specific reservation.
- For non-refundable rates, 100% payment is made in advance and the amount is non-refundable in case of cancellation, according to the applicable reservation terms.

Any services or costs not included in the basic accommodation price must be stated in advance or agreed with the guest.

3. CANCELLATION

The following cancellation terms apply to standard reservations:

- More than 60 days before arrival: 40% of the total booking price is retained.
- 60 to 30 days before arrival: 50% of the total booking price is retained.
- Within 30 days before arrival: 100% of the total booking price is charged.

Within the first 48 hours after the booking has been made, the guest may cancel without a cancellation charge, unless different terms were expressly stated for the specific reservation.

Non-refundable reservations are subject to the non-refundable rate conditions.

Cancellation must be made by the person who made the reservation, through the platform used for the booking or, in the case of a direct booking, in writing to the owner.

4. BOOKING MODIFICATIONS

Any change to the dates of stay, number of guests or other material elements of the reservation must be approved in advance by the owner.

Changes are subject to availability and the conditions applicable to the specific reservation and may not result in the maximum capacity of Villa Zara being exceeded.

5. SECURITY DEPOSIT

Upon arrival at Villa Zara, the guest is required to provide a security deposit of EUR 300 in cash.

The security deposit serves as security for any damage, breakage, loss of inventory, damage to equipment or other costs caused by the guest or members of their party during the stay.

The security deposit will be returned to the guest in cash upon departure, after the inspection of Villa Zara, provided that the property, inventory, equipment and facilities have been left in proper condition and no damage or other costs for which the guest is responsible have been identified.

If damage or another justified cost is identified, the owner may retain the corresponding amount of the security deposit. If the damage exceeds EUR 300, the guest is responsible for paying the difference up to the full amount of the damage or cost.

If damage cannot be established or assessed immediately at departure, the owner may temporarily retain the appropriate part of the deposit until the actual amount has been established and will inform the guest without undue delay.

6. NUMBER OF GUESTS

The maximum number of persons permitted to stay at Villa Zara is 8.

Only persons named in the reservation may stay at the property unless prior approval has been obtained from the owner. Additional persons may not be brought to the property or accommodated overnight without the owner's prior consent.

7. CHECK-IN AND CHECK-OUT

Standard check-in is from 4:00 PM.

Earlier check-in is possible only by prior arrangement and subject to the time required to prepare the property.

The guest must vacate the property by the agreed check-out time. Upon departure, the guest must leave the property in an orderly condition and return keys, remote controls and any other equipment provided.

8. GUEST RESPONSIBILITY FOR THE PROPERTY

Guests must use Villa Zara, its furniture, appliances, equipment, swimming pool, jacuzzi, sauna, sports facilities and all other parts of the property carefully and responsibly.

The guest is responsible for any breakage, loss or damage caused by the guest or any member of their party.

Any damage or malfunction must be reported to the owner without delay.

9. CLEANLINESS AND ADDITIONAL CLEANING

Villa Zara is provided to the guest clean and prepared for their stay. Guests are expected to maintain a reasonable level of cleanliness throughout their stay.

If extraordinary or additional cleaning is required as a result of the guest's conduct, the owner may charge the actual cost of the additional cleaning.

10. SWIMMING POOL, JACUZZI AND SAUNA

Villa Zara has a private heated swimming pool of 32 m², a jacuzzi and a sauna.

These facilities are used at the guest's own responsibility and in accordance with the owner's instructions. Children must be supervised by an adult at all times in the pool, jacuzzi and sauna areas.

Jumping, pushing, running on wet surfaces and any other behaviour that may endanger persons or cause damage is prohibited.

11. GUEST CONDUCT

Guests and members of their party must respect the house rules, neighbours, local community and applicable laws of the Republic of Croatia.

Behaviour that endangers persons or property, as well as intentional damage to the property, inventory or equipment, is prohibited.

In the event of a serious breach of the rules, the owner may require the guest and their party to leave the property without a refund for the unused part of the reservation, subject to applicable law.

12. PARTIES AND EVENTS

Parties, celebrations, weddings, private events or other gatherings involving a larger number of people are permitted only with the owner's prior written approval.

Events that exceed the normal use of the property by the registered guests may not be organised without prior approval.

13. NOISE AND QUIET

Guests must respect the peace and privacy of neighbours and pay particular attention to noise levels during evening and night hours.

Music, speakers or other equipment may not be used in a manner that disturbs neighbours or breaches public order and peace.

14. PETS

Pets are permitted only with the owner's prior approval.

The guest is responsible for the behaviour of the pet and for any damage caused by the pet. The owner may require an additional fee or security deposit for pets.

15. ACCESS TO THE PROPERTY

The owner or a person authorised by the owner has the right to access the property in cases of emergency, necessary maintenance, malfunction or circumstances that may endanger persons or property.

In normal circumstances, the owner will, where possible, inform the guest in advance.

16. PARKING AND VEHICLES

Guests may use the designated private parking within the property's capacity. Vehicles are parked at the owner's/guest's own risk.

Vehicles must not be parked in a manner that blocks access to the property, other vehicles or emergency services.

Use of the electric vehicle charger is permitted in accordance with the owner's instructions and the terms applicable to the specific reservation.

17. POOL AND OUTDOOR FACILITIES – RESPONSIBILITY

The swimming pool, jacuzzi, sauna, billiards, table tennis and other Villa Zara facilities are used at the guest's own responsibility.

Guests are responsible for the safety of children and other members of their party and for following all safety instructions.

18. PERSONAL BELONGINGS AND VALUABLES

Guests are responsible for their personal belongings, money, documents, electronics and other valuables brought onto the property.

The owner is not responsible for loss, theft or damage to guests' personal belongings except where liability is imposed by applicable law.

19. MALFUNCTIONS AND PUBLIC UTILITIES

Any malfunction of equipment or appliances must be reported to the owner immediately so that the issue can be addressed as soon as reasonably possible.

The owner cannot guarantee uninterrupted availability of public utilities such as electricity, water or internet where these depend on third parties or circumstances beyond the owner's

reasonable control. The owner will take reasonable steps within their ability to resolve such issues.

20. COMPLAINTS

Any problem, malfunction or deficiency affecting the quality of the stay must be reported to the owner as soon as possible, preferably immediately after it occurs.

Reporting the problem during the stay gives the owner the opportunity to respond promptly and, where possible, remedy the issue.

21. SURROUNDINGS AND NATURAL PHENOMENA

Villa Zara is located in a rural area. Guests may encounter natural phenomena and wildlife typical of the area, including insects, wasps, mosquitoes, ants, lizards and other animals.

Such occurrences are part of the natural surroundings and cannot always be completely prevented.

22. SPECIAL REQUESTS

Special requests must be agreed with the owner in advance. The owner will make reasonable efforts to accommodate special requests, but acceptance is not guaranteed unless expressly confirmed.

23. INFORMATION AND PHOTOGRAPHS

Information, photographs and descriptions of Villa Zara are provided to present the property and its facilities.

The owner reserves the right to make minor changes to equipment, furniture, decoration or other details that do not materially affect the character or functionality of the accommodation.

24. FORCE MAJEURE

The owner is not responsible for circumstances that cannot reasonably be foreseen, prevented or remedied, including natural disasters, fire, flooding, serious public infrastructure failures, decisions of competent authorities, war-related circumstances or other events beyond the owner's reasonable control.

In such circumstances, the rights and obligations of the guest and owner shall be governed by applicable law and the terms of the specific reservation.

25. GOVERNING LAW

These Terms are governed by the laws of the Republic of Croatia.

Any disputes shall be subject to the jurisdiction of the competent courts in the Republic of Croatia, without prejudice to mandatory consumer rights and other applicable legal provisions.

26. ACCEPTANCE OF TERMS

By making and confirming a reservation, the guest confirms that they have read, understood and accepted these General Booking and Stay Terms for Villa Zara.

The guest is responsible for informing all members of their party of these rules and ensuring that they are observed throughout the stay.

VILLA ZARA
Kučići, Omiš, Croatia

Owner: Teodor Maksimović