

GENERAL INFORMATION

The general conditions of the contract form are an integral part of the contract between you and Vivi Histria d.o.o. (hereinafter Vivi Rent).

Rimske centurijacije 14, 52100 Pula. OIB: HR61629227996

Each travel application client accepts the obligations from these terms and conditions for themselves and members of their party.

CONFIRMATION OF THE TRAVEL AGREEMENT

Reservations are made by phone, e-mail or through www.vivirent.com. With your acceptance, you allow Vivi Rent to make the contract with the corresponding obligations. The initial electronic confirmation through Vivi Rent only means we have received your request. It is not the final confirmation of your reservation. The final confirmation will be sent to you by separate mail.

If there is an obvious error on the booking confirmation we reserve the right to correct it as soon as we become aware of it. We do not accept any responsibilities for printing and invoicing errors.

PAYMENTS / DOCUMENTS

The booking deposit of 30% of the cost of the reservation has to be paid upon receipt of the confirmation. Vivi Rent offers a payment transfer method that must be settled within 48 hours. You will receive the payment instructions together with the confirmation.

Payment of the remaining part of the price must be effected 4 weeks before arrival. For reservations within 4 weeks prior to arrival, the payment of the full price is required.

After your payment, your confirmation email will be sent to your email address.

Please bring your receipt with you to Croatia for registration and the receipt of the keys.

If you fail to make a payment and / or pay the remaining amount, we are entitled to cancel the accommodation contract after a payment reminder, and you will be charged for the cancellation fee (the 30% deposit).

One-time registration fees are stated in the facility description and are charged per person, payable upon receipt of the keys on the premises.

If cleaning costs are charged according to the facility description, they have to be paid on receiving the accommodation keys.

All prices include VAT.

SPECIAL CONDITIONS AND NOTES

Our facilities are generally not accessible for people with disabilities.

Pets are not allowed.

Smoking inside the facilities is not allowed.

LOCAL ADDITIONAL COSTS

The reservation amount includes fixed costs.

The variable costs depend on the number of guests, like tourist tax, administration fees, extra cleaning costs and the like (stated in the facility description). The variable costs are to be paid to our representative on receipt of the accommodation keys.

If mentioned in the description, the variable costs will be charged for children and infants as well.

Payment is generally made in cash.

On receipt of the accommodation keys, our representative will require a deposit as mentioned in the facility description. The deposit is settled in cash and will be returned on checking out after an inspection of the accommodation.

The amount of the tourist tax depends on the location and is usually between 1 and 2 euros per day per person (there is a discount for children). The price of the tourist tax is determined by the local tourist board and is subject to change.

The daily cleaning is your responsibility, irrespective of the final cleaning.

Daily cleaning involves washing and storing dishes and disposing of garbage.

Information on cleaning costs is stated in the facility description.

Towels for pool and beach are not available, so please bring your own beach towels with you.

Baby cots are suitable for children under 2 years and must be reserved with your booking.

Pets are not allowed!

If pets are brought without permission, our representative will not hand over the keys or an immediate leave will be required during your stay.

Internet / Wi-Fi is free of charge but we do not take responsibility for the constant availability, speed, compatibility and security. So please take care of suitable safety measures on your devices. Internet / Wi-Fi is normally provided for tourist purposes, not for business use. Using the Internet / Wi-Fi is at your own risk. When using the Internet / Wi-Fi, you must comply with the legal regulations. It is especially forbidden to upload data containing material (eg movies, music) with a copyright, with the purpose of illegal distribution on the internet. You are also responsible for other members of your party (including minors) to comply with the regulations. In the event of a violation of your obligations concerning "Internet / Wi-Fi", we will not be liable to any third party claims.

If garden / terrace furniture is included in the offer, it does not necessarily mean that a garden chair will be available for every person. This also applies to deckchairs, which are often limited by number. No lounge cushions are available for hygienic reasons. Deck chairs and beach umbrellas are only available if stated in the facility description.

You are responsible for the entire property including furniture and equipment during your stay. You have the obligation to treat the rented accommodation and inventory with care. You will be held accountable for any damage you or members of your party may have caused during your stay. Compensation for any damage will be discounted from your deposit.

The maximum number of persons stated in the description includes children and infants unless otherwise agreed. If you arrive with more persons than stated, our representative may refuse to hand over the keys or demand an immediate return during the stay.

On the arrival date mentioned in the confirmation, the facility can be accessed from 16:00 hrs.

The accommodation must be vacated at 10:00 hrs at the latest on the last day stated in your confirmation.

CANCELLATION

If you cancel your stay before your arrival, you will be charged for a refund.

Vivi Rent charges the following amounts for cancellation:

- up to 45 days before arrival 30% of the reservation amount,
- from 44 to 30 days before arrival 50% of the reservation amount,
- from 29 to 15 days before arrival 80% of the reservation amount,
- upon late cancellation or no-show, you will be charged for the full price of the reservation amount.

VISITOR OBLIGATIONS

You are obliged to cooperate to avoid or limit any damage caused by possible malfunctions or disturbances to a minimum.

This specifically implies the obligation to report any malfunctions and such without delay. If you fail to report the malfunction immediately, you cannot claim any further rights.

External circumstances and local aspects such as insects, stray dogs, weather conditions, power cuts, internet disruptions or the state of public transport cannot be a cause for compensation.

DATA PROTECTION

For personal data processing, our privacy policy is available at www.vivirent.com.

LEGAL OBLIGATIONS

As a guest it is your personal responsibility to comply with local and foreign requirements concerning entry and departure of the country, health regulations, passport and visa regulations. Information concerning Travel and Safety Terms, Travel Arrangements, Water and Health Regulations are available on the Foreign Service website. The information may also be provided by your corresponding embassies or consulates. You will be responsible for all the consequences, in particular the payment of the costs of cancellation caused by non-compliance with these legal regulations.

COMPLAINTS, DISCLAIMER, SAFETY WARNING

Complaints as to the quality of the provided services can be submitted in writing or by e-mail to: info@vivirent.com

If the services do not comply with the agreements of the reservation, you may request a suitable compensation by filing a written complaint.

Procedure for complaints:

On the day of arrival, you are obliged to report any inappropriate service immediately to our representative and inform Vivi Rent. You are required to cooperate with the service provider in order to eliminate the causes of the complaint. If you do not accept the proposition for a solution that corresponds to the paid service, Vivi Rent is not obliged to accept a subsequent complaint.

Safety measures for the use of the pool are your responsibility. Children are not allowed use the swimming pool without adult supervision. Use of the pool is at your own risk. Diving in the pool is not allowed. Before using the swimming pool, it is required to shower in order to remove any sunscreen lotion. Outside the summer season, the pool may not be ready for use.

Keep potential health risks in mind when using the bubble bath. The use of the bubble bath is at your own risk.

In case you or members of your party disturb public order and do not respond to warnings, it will be considered a serious breach of the terms and conditions. In this case our representative and / or Vivi Rent has the right to terminate the contract. This will take effect immediately without notice. You and your party are obliged to leave the accommodation within 2 (two) hours. You are not be entitled to claim a refund of the amount paid to Vivi Rent.

In case of a legal conflict, jurisdiction of the court in Pula is applicable.