

GENERAL CONDITIONS

1. RESERVATION

Reservation of an apartment, mobile home, camping pitch or glamping tent can be made directly through our on-line booking system or via booking request.

- **Apartments, mobile homes and glamping tents:** The valid card is required as a guarantee of the reservation. Your card will be charged for the amount of the advance payment (30% of the booking value) only in case of late cancellation or in case of no-show.
- **Camping pitches:** For the reservation a nonrefundable reservation fee (50 € for each pitch) via credit card or alternatively via bank transfer is required.

For payments by bank transfer when booking accommodation, please use only IBAN HR6624070001100017180 in favor of our company TURISTHOTEL d.d. Zadar.

In case you decide to make a bank transfer please send a copy of the payment as a proof, not later than the date given in the offer. If the advance payment has not been made until the given date, or if the credit card details have not been submitted, the reservation will be considered invalid.

The assignment of the particular apartment, mobile home, glamping tent or pitch number is the responsibility of our staff. If submitted, your preferences are subject to the availability.

2. CHANGE AND CANCELLATION

The reservations made via our on-line booking system can be modified or cancelled also on-line, according to our modification/cancellation policy. If the booking was made via direct correspondence, our booking department has to be informed about all amendments or cancellations. The booking department is obliged to notify the acceptance of a change or cancellation in written form.

- **Apartments, mobile homes and glamping tents:** The advance payment (reduced for the amount of the bank expenses) will be refunded if written notice of the cancellation reaches our resort at least 15 days prior to the start of the booked period. In case of a late cancellation or no-show, the advance payment is retained. (In case you only submitted your credit card as a guarantee of your arrival, your credit card will be charged for the amount of the advance payment).
- **Camping pitches:** In case of a cancellation or no-show, the reservation fee (50 €) will not be refunded.

With every change of reservation we reserve the right to change the initially assigned apartment, mobile home, glamping tent or pitch if necessary.

3. ARRIVAL AND DEPARTURE

Apartments, mobile homes and glamping tents

Check-in: from 16 h | Check-out: until 09 h

Late Arrival: the reserved apartment, mobile home or glamping tent waits for the guest until 15 h of the following day, but the whole reserved time period is charged.

Earlier departure: the guest is obliged to pay the whole reserved time period.

Later departure: For a stay after 10 h an additional day is charged.

Mobile homes and glamping tents: arrivals and departures are possible every day. In low season minimum stay is 3 days; in high and middle season 5 days.

4 and 3* apartments:* arrivals and departures are possible every day during the whole season. During the high and middle season the

minimum stay amounts 5 days and during the pre- and after-season it is 1 day.

Camping pitches

Arrival: from 13 h | Departure: until 12 h

Late Arrival: the reserved pitch waits for the guest until 13 h of the following day, but the whole reserved time period is charged.

Earlier departure: the guest is obliged to pay the whole reserved time period. (In case of later arrival or earlier departure than booked, a fee for pitch occupied but uninhabited will be charged, daily, according to the price list).

Later departure: for the stay on the pitch after 12 h on the departure date an additional day is charged.

Arrivals and departures are possible every day during the whole season.

4. PAYMENT

To avoid possible delays on the day of departure, guests are advised to settle their invoices at least 1 day prior to their departure. For all guests staying in the campsite (on camping pitches or in mobile

homes and glamping tents) the payment is to be made at the campsite reception from 7 h - 13 h and from 14 h - 21 h.

Guests staying in the apartments may settle their invoices at the apartment reception respecting above mentioned time frame.

The payment is to be made in cash (Kuna or Euro) or with a card (EC/ MC, Visa, Diners, Maestro).

Please note that your credit card will be charged in HRK (Croatian currency). Your bank hereinafter converts this amount to the currency of your domestic account. Due to your bank's exchange rate this may result in a slightly different (higher) total charge than the amount stated in HRK on our hotel invoice.

5. INSURANCE

Management is not responsible for any thefts, accidents, damages of property and injuries. Likewise, the management accepts no responsibility for damage caused by thunderstorms, hail, fallen trees, branches, pine cones, illnesses, epidemics, fires, natural catastrophes and other.

The guests are recommended to insure themselves at an insurance company of their choice, against possible risks during their stay in the resort.

6. JURISDICTION

Court of jurisdiction is in Zadar, governed by Croatian law.

And it might be necessary to cancel your vacation or leave earlier due to various circumstances. Protect yourself from the unexpected before and during your holiday and stipulate a cancellation insurance with a provider of your choice.

Confirmation of the reservation includes acceptance of these general conditions.