

GENERAL BUSINESS CONDITIONS PAPALINA

ARRIVAL / DEPARTURE

The room is available from 2 pm on the day of arrival. The room must be vacated by 10 am on the day of departure. The room will be waiting until 10 pm on the day of arrival. In case of later arrival, please contact the reception.

TERMS OF RESERVATION GUARANTEE

Upon registration, and for the purpose of reserving the selected service, the guest guarantees the reservation by paying an advance payment of 50% of the total reservation amount.

Payment is made according to the valid price list in EUR at the reception.

PRICE OF THE SERVICE

The valid price of the service is stated at the reception as well as on the hotel website. All types of special services that are not included in the price are paid by the guest himself and are obliged to order them when making the reservation or upon request on site. The Director has the right to decide on a discount on the listed prices under special conditions.

TYPES, PRICES AND CONDITIONS OF CANCELLATION OF RESERVATIONS

Cancellation of reservations

The possibility of free cancellation of reservations is up to 10 days from the reservation of accommodation. For later cancellations of reservations, the amount of the advance payment will be charged or the guest will be offered an alternative reservation date. In case of no-show or early departure without prior notice, the total amount of the reservation will be charged.

RESERVATION CONFIRMATION AND TRAVEL DOCUMENTS

The reservation confirmation is sent to the guest in writing, by e-mail, or by mail, and includes confirmation of the reservation and contracted services, if the service is guaranteed by an advance payment.

Guests are required to have valid personal and/or travel documents. Invalid documents, which result in the cancellation of the trip, and if due to such an omission the guest of Villas Papalina would suffer additional damage, the guest is obliged to compensate for the same. If travel documents are lost or stolen during the trip, the cost of issuing new documents is borne by the guest. Villas Papalina is not responsible for the decisions of the customs, police and other government bodies that do not allow the guest to enter a particular country.

COMPLAINTS

It is in the interest of the guest to try to solve his complaint immediately at the destination. If there is

no improvement even after a complaint, the guest must ask for a confirmation that shows that the service was not provided, or that it was not provided in the manner agreed upon. The guest must submit the confirmation as a written complaint. The guest is obliged to file a written complaint within 8 days after the end of the trip. If the guest submits a written complaint after that deadline, the accommodation is not obliged to take such complaint into account. Villas Papalina is obliged to issue a written solution to the complaint within 15 days of receiving the guest's written complaint.

VILLA PAPALINA'S OBLIGATIONS

Villas Papalina is obliged to take care of the performance of services, as well as the selection of service providers, with the care of a good businessman, and to take care of the rights and interests of the guest in accordance with good customs in tourism. It is obliged to provide the guest with all contracted services for a particular arrangement and to provide answers for any failure

to perform services or parts of services. The accommodation will fulfill all its obligations in full and in the manner described, except in the case of force majeure, weather conditions or changed circumstances.

GUEST OBLIGATIONS

The guest is obliged to personally fulfill the conditions stipulated by the regulations of the Republic of Croatia, and to adhere to the house rules in the hotel and to cooperate with the accommodation staff. The guest is solely responsible for the damage he causes, and in particular for the damage that occurs as a result of failure to comply with these general terms and conditions and house rules. The guest will bear the damage he causes immediately at the reception and at another place designated by the natural or legal person to whom the damage was caused.