

# GENERAL TERMS AND CONDITIONS

**Nautika nekretnine d.o.o., Zagreb, Ulica Dragutina Mandla 1**, business unit Seget Vranjica , Ulica hrvatskih žrtava 410, 412

OIB: 11533554278 is a company which provides accommodation service of villas and apartments (hereinafter referred to as: VILLAS BAOTIĆ) within the scope of the registered activity.

## CHECK IN AND CHECK OUT

**Check-in:** 15:00 – 22:00 pm (Earlier or later check-in must be announced at least three days prior to arrival).

**Check-out:** 08:00 – 10:00 am (Earlier check-out must be announced at least one day before departure).

Reservation and check-in on the reception can only be done by person older than 18 years.

**Receptions working hours:** daily 08:00 – 16:00

## ACCOMMODATION RESERVATION

All inquiries to VILLAS BAOTIĆ will be send to the following e-mail: [villas@baotic.hr](mailto:villas@baotic.hr).

VILLAS BAOTIĆ will send the confirmation of the availability latest on the next working day after receiving the inquiry.

After confirming the availability of accommodation, the guest must pay 50% of the total price for the accommodation as a down payment. The rest payment (50% of the total price) must be done 30 days prior arrival. VILLAS BAOTIĆ will issue a booking confirmation.

## PAYMENT

Accommodation price is listed in the official VILLAS BAOTIĆ pricelist.

The following credit cards are accepted:

- Diners Club
- MasterCard
- VISA
- Maestro
- Maestro Plus

Payment is made in EUROS (EUR). Prices include 13% VAT.

VILLAS BAOTIĆ is authorized to require the guest/agency to guarantee the payment of the damage deposit amount by credit card. In this case, VILLAS BAOTIĆ will make a reservation of funds on the credit card of the guest/agency, which will be charged in the appropriate amount to the account of VILLAS BAOTIĆ if the guest/agency does not pay for the caused damage.

## TOURIST TAX

Tourist tax is not included in the price and will be charged according to the Tourist tax law, article 15.

tourist tax in EUR per person and night for period	
I. 01.04. – 30.09.	II. rest period
1,40	1,00

For the tourist board registration purposes guest is obliged to show his personal document (personal ID or passport).

## Deposit in case of damage.

A deposit in case of damage of 500 EUR is handed over at the reception upon arrival, and on departure it is returned to the guest if there is no damage.

## CANCELLATION POLICY

- 100% refund for cancellation made 30 and more days prior to arrival
- 0% refund for cancellation made within 30 days of arrival

The date of cancellation is considered to be the date when the booking cancellation notice was received.  
If guest or agency do not pay the remaining amount of the total accommodation price 30 days before arrival, the reservation will be considered as cancelled.  
If guests do not arrive until 24.00 pm on arrival reservation date, the reservation will be considered as cancelled.

#### **DISCOUNTS**

10% discount for direct booking  
10% discount for special offer users via Booking.com and Expedia.com  
15% discount for reservation of 2 weeks and more  
The total discount including agency discount may not exceed 25%.

#### **MAINTENANCE AND CLEANING**

Guests are responsible for the maintenance and cleanliness of the accommodation during their entire stay. The basic cleaning service during the stay can be arranged at the reception upon arrival. Guests are asked to arrange specific times for the cleaning service with the reception.

It is strictly forbidden to throw any waste in the toilets, sinks or any other places that are not meant to be used as waste disposals.

In case of excessive soiling VILLAS BAOTIĆ reserve the right to charge extra costs for the cleaning in the amount of 100,00 EUR.

#### **Inventory**

The inventory list of the apartment / Villa is located in accommodation unit. The guest has the right to inform the leaser of any deviations within 12 hours of taking over the apartment / Villa. After this time, the apartment / Villa is considered to have been taken over with the equipment from the list.

#### **PARKING**

A free parking space is available.

#### **EQUIPMENT**

VILLAS BAOTIĆ are equipped with free Wi-Fi, floor heating, VRV system air condition, telephone, smart TV, safe, hairdryer, clothes iron and ironing board, washing machine, dryer and fully equipped kitchen.

Extra bed for small children up to three years is available free of charge.

#### **PETS**

Pets are allowed with an extra charge of 20,00 EUR per pet per day.

#### **SMOKING IS NOT ALLOWED**

Smoking is strictly forbidden. Smoking is only allowed on the balcony or in the outside space belonging to residential unit.

It is prohibited to serve or allow persons under age 18 to consume alcohol drinks.

In the case of a breach VILLAS BAOTIĆ reserve the right to charge an additional fee of 500,00 EUR.

#### **ADDITIONAL SERVICES**

On request, additional services can be arranged for our guests through the reception.

Breakfast is charged extra (price is listed in the official price list).

#### **HOUSE RULES**

Night sleep is from 23:00 pm to 07:00 am. In this period, it is not allowed to make any noise which disturb other guests.

During their stay in the VILLAS BAOTIĆ, guests are obligated to adhere to the house rules.

**All accommodation units are under surveillance and secured by an alarm system.**

**You can find information about submitting a written objection at the reception.**

**Complaints book can be found at the reception.**

**Pricelist is valid from 01.01.2024.**