

## GENERAL TERMS & CONDITIONS

Reservations may be made for pitches mobile homes and bungalov tents.

Reservation for a pitch, mobile home or bungalow tent can be booked through booking form. Furthermore, the request can be sent via e-mail, fax or by post. Our offer will be based upon your request and sent as soon as possible. If the reservation fee or prepayment is not deposited until the given date, or if the credit card data has not been received, the reservation will be considered invalid.

For reserved stays payment is carried out at the reception in HRK according to the valid exchange rate on the day of payment.

## PITCH RESERVATIONS

- It is possible to choose a zone A, B and C.
- We do not guarantee a specific unit number. Preferences will be satisfied upon availability.
- Reservation fee for which is non-refundable in amount of 25 Euro.
- Bank transfer and credit cards are accepted for reservation fee, however if you reserve a place for next year at the camping reception, the same can also be paid in cash.
- Arrivals and departures are every day through whole season.
- Arrival: 12 am.
- Departure: 12 am
- Later arrival: If you are to be late, please let us know at least 24 hours before your intended arrival date. If you inform us about your late arrival, we will keep your reserved pitch for you until your arrival. In that case, beside your stay, we will charge you the price per pitch for every day of delay.
- We will keep your reserved pitch until 12 am on the following day, after then reception has right to resell your pitch.
- If there's no compelling reason for the shortening of the detention time, the guest is obliged to pay the whole reserved time period.
- For the stay in the camp after 12 am an additional day is charged.

## MOBILE HOME RESERVATIONS

- Reservations are confirmed after advance payment 30% of the offered price is made. Bank transfer and credit cards are accepted for advanced payment. The cost difference is charged on the spot.
- Your personal data, and the data on your credit card, are fully protected.
- **Mobile homes:** During the pre-season and after season arrivals and departures are possible every day (at least a three day stay); high season – arrivals and departures on Saturdays (at least a seven day stay).

- Check-in: from 16 h
- Check-out: until 09 h
- The reserved mobile home or apartment waits for the guest until 16 h of the following day, but the whole reserved time period is charged.
- If guests decide to leave earlier than planned, full price will be charged.
- For a stay after 10 h an additional day is charged
- RESERVATION CANCELLATION CONDITIONS FOR MOBILE HOMES: If reservation is canceled at the latest 21 days prior to the scheduled arrival, advanced payment amount will be returned. Otherwise, it will be withheld.

## **PAYMENT**

To avoid possible delays on the day of departure, guests are advised to settle their bill one day prior to their departure. The payments can be settled from 07.00 am to 12.00 pm for the departures on the same day, whilst for the departures on the day after those can be settled from 12.00 pm to 08.00 pm. The check out of the camping permanences is valid until 12.00 pm, for mobile home and bungalow tent until 10.00 am and for any further permanence extension one more day shall be calculated. The camper receives the bill for the settled invoices. The payment may be made in cash or by credit cards.

## **INSURANCE**

Management is not responsible for any thefts, accidents, damages of property and injuries. Likewise, the management accepts no responsibility for damage caused by thunder-storms, 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 camp. A confirmation of the reservation means acceptance of General Terms&Conditions.

