

## **GENERAL BUSINESS CONDITIONS OF ŠIŠAN Ltd.**

### **ARRIVAL AND DEPARTURE**

The earliest check-in is at 3:00PM. on the day of arrival.

The latest check-out is at 9.00AM on the day of departure.

Earlier arrivals and later departures are only available on request.

### **Registration of guests**

The guest is obliged by Croatian law to give the villa owner/host official Identification documents with personal data for tourist registration purposes at the National Tourist Office (HTZ) to make available. This data will not be used for used for other purposes. The guest who does not have a legally required personal Identification for tourist registration, one can access the accommodation without Refusal to refund the rent paid.

### **Number of guests**

At no time may there be more people on the villa property than on the booking confirmation given. The number of guests can be up to on the villa's website the stated maximum capacity may be increased, with notification no later than 3 (three) days before getting there. The desired change in the number of guests must be requested in writing by e-mail. The maximal Guest count includes children regardless of age. If in the villa or on associated property there are more guests than registered, the lessor reserve the right to terminate the rental agreement without notice with immediate effect. Thereupon the guests enter the villa leave definitively within 2 (two) hours. A refund for the unused period of the Rental period will not be possible.

### **PRICES AND PAYMENTS**

Unless otherwise indicated, all prices are in Euros per villa per week.

The booking is binding. In the booking process, a deposit of 30% of the to pay the agreed rental price, thereby confirming the booking and the contract with the Owner is concluded and the present General Terms and Conditions that are an integral part of the rental agreement are deemed to have been accepted.

After the booking process has been completed and payment has been made, the owners will be emailed send a written booking confirmation that contains all the necessary information about the Accommodation include and with these General Terms and Conditions those with the Owner will form rental agreement for the villa concluded through mediation. Of the Lease is considered completed as soon as the owner has received the down payment.

If the payment is not made within 3 (three) days from the booking date, the Lease as terminated.

The costs for water, gas and electricity consumption, internet access, bed linen, kitchen towels, Final cleaning of the interior, maintenance of the pool and the exterior, registration and VAT are included in the rental price. The following are accepted

Payment options for the deposit Bank transfer. All payments are in Euros (EUR) afford to. Accordingly, there is the possibility of exchange rate differences. We can for Exchange rate differences and fees of other banking institutions are not held responsible.

For the rest (70% of the agreed rental price), all payment options apply as for the Deposit and bank transfer payment must be made no later than 30 days before arrival at the villa take place.

We recommend taking out travel cancellation insurance with a separate travel insurance that covers the risk of cancellation of the trip.

### **Failure to meet payment deadlines**

The guest assumes the obligation to make payments within the terms specified in this point of the General terms and conditions defined deadlines and in the manner explained here.

Should the guest fails to meet the payment deadlines, this will be considered a serious breach of Contractual obligations interpreted, whereby the lease is considered terminated without notice.

Upon termination of the rental agreement are non-refundable.

### **TERMINATION AND MODIFICATIONS**

A concluded rental agreement can only be terminated in writing (by e-mail).

The termination is effective from the day it is received by the owner and only under the in conditions mentioned in this point.

If the rental agreement is terminated, all notices received up to the date of termination will be canceled withhold deposits; the guest is not entitled to a refund. We recommends their guests to take out separate travel insurance, which covers the risk of cancellation of the trip. Should the concluded rental agreement not be able to be fulfilled or should the fulfillment of the contract be significantly more difficult as a result of force majeure (e.g. war, natural disasters, environmental disasters, Epidemic, border closure, strike, etc.), which was not foreseeable when the contract was concluded the owner terminate the lease because of Owners can be held liable for the occurrence of the aforementioned circumstances.

### **RENTAL SECURITY**

Should the guest not have taken out liability insurance, the present general terms and conditions, he hereby assumes the obligation upon arrival in the villa to give the owner/host a cash deposit. The high of Rental security to be paid by the guest to the owner/host upon arrival will be paid in stated in the written booking confirmation.

The security deposit serves as security for the owner against damage to the villa.

If the damage caused is higher than the rental deposit, the guest will contact the owner reimburse the full amount of damage. If no damage has been caused to the villa, the Owners return the rent deposit upon guest's departure.

### **DAMAGE NOT CAUSED BY THE GUEST**

The guest assumes the obligation to use the rented villa responsibly. The guest has the to hand over the villa in the condition in which it was found. The is liable for any damage caused Guest directly opposite the owner. If the guest has not taken out insurance, the owner can up to the amount of the damage actually caused make use of the rental security deposit. Should the funds from the rental security not be used for If damage coverage is sufficient, the guest will pay the difference up directly to the owner/host pay for the full amount of the damage.

Deliberate damage to property and disruption of public peace and order construed as serious violations of the terms of the lease, bringing the owner can terminate the rental agreement without notice with immediate effect. Then the guest the villa together with all the people accommodated there within 2 (two) hours left and will not be entitled to any refund from the owner of the rental amount paid.

The guest will be held responsible for any damage to the villa and property around the villa inform the owner immediately within the rental period. Before the guest's departure and handing over the keys, the guest will enter the villa together with the owner/host and tour the property around the villa.

If no damage is caused, the owner/host will return the deposit to the guest.

Additional cleaning costs due to a particularly poor condition can also be considered damage of the villa upon return by the guest to the owner/host so that the owner/host can pay for this damage from the rental security deposit or a current one may require payment provided the guest has an insurance policy for property and equipment pecuniary loss.

## **EXISTING DEFECTS AND COMPLAINTS**

If the guest upon arrival insufficient cleaning, damage or other irregularities noticed in the villa, he/she must file a complaint within 24 hours. The complaints regarding of cleaning are submitted instantly. The complaint is made directly to the villa owner. It's an obligation of the guest to try to prevent the occurrence or spread of harm and to minimize contribute to losses for the owner. In case of filing complaints, the guest is obliged to set a reasonable deadline Framework to the owner to settle the complaint.

The Guest's departure from the Villa prior to the scheduled end of the Rental Agreement and without Prior notice and agreement with the owner is at risk and expense of the guest and we assume no liability.

## **FINAL PROVISIONS AND JURISDICTION**

We submit all villa information on the website and aim to be as accurate and as possible as possible provide up-to-date information.

The contracting parties try to settle all possible disputes in an agreement. In the event of a dispute, the parties agree to the jurisdiction of the competent court in Pula and the application of Croatian law.