

# 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. The advance payment amounts to 30% of the reservation value, and the payment can be made via credit card or bank transfer.

When paying by bank transfer, please use only IBAN HR6624070001100017180 in favor of our company TURISTHOTEL d.d. and upon payment, please send us a copy of the payment for review no later than the date specified in the offer. If the advance payment is not paid within the specified period, the reservation will be considered invalid.

The assignment of a specific apartment, mobile home, glamping tent is the responsibility of the resort's employees. We will try to fulfil your wishes according to the current availability. Reservations for camping pitches are made by zone and by pitch type. Zones and pitch types are marked on the camp plan. It is not possible to reserve the exact pitch number, but we will be happy to note your wish and will do our best to fulfil it if possible.

All additional services used in the camp that were not calculated at the time of reservation (additional tent, additional car, trailer for the car, etc.) will be subsequently calculated at check-out according to the valid price list of the camp.

At the moment of booking, the guest is obliged to provide information about the type and size of his/her pet. The pet must have a health certificate. By confirming the reservation, the guest automatically accepts full responsibility for his/her pet.

Parking is included in the price for Resort guests. Daily visitors are charged an entrance fee to access the Resort, which includes the use of a parking space. Daily ticket does not include the use of the pool complex.

For reservations of more than 20 people, group payment and cancellation conditions apply. In the case of staying longer than 15 days, we guarantee a 5% discount on the regular prices, which will be calculated at reception.

Zaton Holiday Resort reserves the right to change prices at any time depending on availability and demand. The price offered is informative until the moment of confirmation.

## 2. CHANGE AND CANCELLATION

The reservations made via our on-line booking system can also be modified or cancelled on-line, according to our modification/cancellation policy. If the reservation was made through direct communication with the Booking Department, all changes or cancellations must be reported to the Booking Department, which must confirm the acceptance of the change or cancellation in writing.

### Cancellation conditions:

Cancellation conditions apply to regular prices. Reservations made under special offers are subject to different cancellation conditions.

- 15 or more days prior to arrival - deposit reduced for bank expenses is refunded.
- 14 to 7 days prior to arrival - advance payment is retained (30% of the reservation value).
- 6 to 1 day prior to arrival - 70% of the reservation value is charged.
- day of arrival and no show - 100% of the reservation value is charged.

With each reservation modification, we reserve the right to change the apartment, mobile home, glamping tent or camping pitch if it was previously assigned to you.

## 3. ARRIVAL AND DEPARTURE

### Apartments, mobile homes, and glamping tents

**Check-in:** from 16 h | **Check-out:** until 10 h

**Late Arrival:** The reserved apartment, mobile home or glamping tent is waiting for the guest until 24:00 on the day of arrival.

**Earlier departure:** Upon check-in, we will ask you to confirm your departure date. If at check-in you announce an earlier departure date, we charge a fee in the amount of one night per accommodation unit according to the valid price list. The early departure fee is not applicable in case of force majeure. In case of announcement of early departure during the stay, we reserve the right to charge the total booking amount.

**Later departure:** is possible only with prior confirmation from the reception and with a surcharge.

Arrivals and departures are possible every day. Minimum stay depends on availability.

### Camping pitches

**Arrival:** from 13 h | **Departure:** until 12 h

**Late Arrival:** the reserved pitch is waiting for the guest until 24:00 on the day of arrival.

**Earlier departure:** Upon check-in, we will ask you to confirm your date of departure. If at the check-in you announce an earlier departure date, we will charge you a fee in the amount of one night stay per accommodation unit according to the tariff "Pitch, occupied but uninhabited" pursuant to the valid price list. In case of force majeure, the early departure fee does not apply. If you announce an earlier departure during your stay, we retain the right to charge the full booking amount according to the tariff "Pitch, occupied but uninhabited", daily, pursuant to the valid price list.

**Later departure:** staying after 12:00 h on the camping pitch on the day of departure is subject to additional costs.

Arrivals and departures are possible every day during the entire season, and the minimum stay depends on availability.

## 4. PAYMENT

Guests are advised to settle their invoices no later than 1 day prior to their scheduled departure. For guests staying on camping pitches, in mobile homes or glamping tents, the payment is made at the campsite reception from 7 h until 13 h and from 14 h until 21 h while apartment guests pay at the apartment reception during the same time. Payments are possible in cash (Euro) or with cards (EC/MC, Visa, Diners, Maestro).

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## 5. INSURANCE

The management is not held responsible in case of theft, accident, damage to property or persons, nor will it take responsibility for damages caused by thunder, hail, fallen trees, branches or pinecones, diseases, epidemics, fires, natural disasters, and other. Guests are advised to insure their property against the possible risks of staying at the resort with an insurance company of their choice.

## 6. DATA PROTECTION

Turisthotel d.d. / Zaton Holiday Resort complies with data protection regulations (GDPR, DPA, TKG) in their current version. Personal data is collected, used, and published only when permitted by law or with the consent of the guest. Detailed information on the processing of personal data, processing procedures and the rights of data holders can be found in the company's regulations on data protection. They can be accessed via the link: <https://www.zaton.hr/en/privacy-policy>

## 7. JURISDICTION

In the event of a dispute, the competent court is in Zadar, which operates according to the laws of the Republic of Croatia. To protect yourself from unforeseen circumstances that would force you to interrupt your vacation or cancel your reservation, we advise you to take out insurance with the insurance company of your choice.

Confirmation of the reservation implies the acceptance of the general conditions by the guest.