

General Accommodation Services Terms and Conditions – Villa Mia

Dear Sirs,

General Accommodation Services Terms and Conditions are an integral part of the business relationship between the owner of the Villa Mia guesthouse (in the text as the “**service provider**”), and the guest who accepts the service (in the text as the “**guest**”). Everything specified in the General Accommodation Services Terms and Conditions is a legal obligation both for the guest and the service provider.

Accommodation booking

1. Inquiry for the availability of the Villa Mia or a booking of the Villa Mia can be made only electronically by sending an e-mail to ivan.przulj@gmail.com or to villa.mia.krak@gmail.com
2. Upon receipt of an electronic inquiry about the availability of the Villa Mia, the service provider will forward an “**Offer**” with the following:
 - a) offer number,
 - b) villa renting period,
 - c) total cost of renting the villa with included cost of tourist tax,
 - d) amount of advance payment (EUR) for the purpose of confirming the reservation,
 - e) payment methods (IBAN account number for bank transfer),
 - f) advance payment and final payment deadline.
3. Reservation is confirmed by the advance payment in the amount of 30% of the total cost of renting Villa Mia specified in the “Offer”.
An advance payment must be made within 48 hours of receiving the “Offer”.
When using the bank transfer payment method, please specify the Offer number as a key description of the payment (Order/reservation number). Please specify the reservation holder's name and surname if it is different from the account holder's name from which the payment is made.
4. After receipt of the advance payment (30% of the total cost of renting visible on the Villa Mia IBAN account), the guest will receive the “**Booking confirmation**”. “Booking confirmation” will be sent to a guest's e-mail.
5. By confirming the reservation (with the advance payment), the guest confirms that he/she is familiar with and fully accepts these “General Accommodation Services Terms and Conditions”.

Payment

1. The remainder of the rental price (final payment) must be paid at least 7 days prior to arrival.
The exact final payment date (payment of the remainder of the rental price) will be prominently displayed in “Booking confirmation”.
2. The remainder of the rental price can be paid exclusively to Villa Mia's IBAN account.
3. Upon receipt of the final payment, “**Final payment confirmation**” will be sent to the guest's e-mail address, whereby accommodation is fully confirmed.

Account information and payment details

1. Villa Mia accommodation can be paid via bank transfer to an IBAN account.
IBAN: HR9223600003113659623
SWIFT(BIC): ZABAHR2X
2. All payments will be made in euro currency (EUR).
3. The cost of bank transactions and currency conversion is paid by the guest.

Accommodation price

1. Prices listed in the Villa Mia represent the total cost of accommodation for up to 8 persons, including tax costs. Accommodation prices are in EUR.
2. The regular price per day will be increased by 30% for up to three nights of accommodation, which is possible only in the low season.
3. Price per day includes water, electricity, energy for cooking, heating or cooling, domestic hot water, change of bed linen and towels (every 7 days), and local taxes.
4. It is possible to accommodate a maximum of eight people in the Villa Mia. This number includes all people regardless of their age. It is not allowed to accommodate more people than indicated.

Tourist tax

Tourist tax is included in the price, and the same is specified in the "Offer" and "Final payment confirmation".

Special services

1. Special services are all services provided by Villa Mia that are not included in the price. Hence, the guest pays them separately, as a separate service. Special services are to be requested during the registration or the reservation, paid in addition to the accommodation price. The following services are considered as special services: extra laundry service, cleaning the villa and other services listed in the price list.
2. Payment for special services can be made in cash (EUR) at the Villa Mia location.

Cancellation

1. In case of cancellation:
 - a) no advance payment paid is retained for cancellation for more than 30 days prior to arrival,
 - b) 50% of advance payment paid is retained for cancellation within 30 - 15 days prior to arrival,
 - c) 100% of advance payment paid is retained for cancellation in the period of 14 - 0 days prior to arrival,
 - d) in case of a "no-show, " 100% of the advance and final payments are retained.
2. A refund of the advance payment shall be made within 7 days of receipt of written notice of cancellation. Cancellation is only possible via electronic means - by sending an e-mail to ivan.przulj@gmail.com or to vila.mia.krak@gmail.com indicating the IBAN account number and SWIFT code for a refund of the advance payment.
3. It is still required to entirely pay for the reservation in case you decide to terminate your stay earlier. A refund is not made for reserved and unused accommodation in Villa Mia. The guest cannot be reimbursed for travel costs or visa documents for cancelled reservations.

Staying in the Villa

1. Accommodation in Villa Mia starts on the first day of arrival from **3:00 pm (check-in)** and ends on the last day of the visit at **10:00 am (check-out)**.
2. In accordance with House Rules, available in the Villa Mia in six languages, night quiet time is from 23:00 to 8:00 pm.
3. Guest personal documents are to be handed over during the check-in for registration at the Tourist Board and the Ministry of Internal Affairs. The documents will be returned to guests immediately.
4. The owner is not responsible for guests' assets but will do everything in his power to protect and warn the guests of any possible dangers.
5. Animals and other pets are not allowed in the accommodation (subject to the owner's prior approval only).

Privacy and collection of personal data

1. The service provider is fully committed to protecting the personal data of guests in a way that only essential and basic information (necessary for fulfilling business obligations) is collected. The service provider will inform the guests of the way the data is collected and used.
2. All guest information is strictly confidential and available only to the owner of the Villa Mia, to whom it is concerned. Data is mandatory for accommodation services (Tourist Board and the Ministry of Internal Affairs). All Villa Mia employees and business partners are obliged to protect the privacy of guests' personal data.

Rights and responsibilities

1. The guest who booked the Villa Mia is financially responsible for any damage caused to a person and/or property of the Villa Mia and/or another person resulting from the culpability of the person accommodated in the Villa Mia.
2. In the case of losing a Villa Mia key, the guest will be charged 100 EUR.
3. The guest is obliged to pay a security deposit in the amount of 300 EUR upon arrival at the Villa Mia. The deposit will be returned to the guest on the last day of the stay.
4. Guest is required to:
 - have valid travel documents,
 - respect the customs and currency regulations of the Republic of Croatia,
 - comply with customs and foreign exchange regulations; check if a visa is needed for entry into the country or neighbouring countries,
 - obey Villa Mia house rules in accommodation units and cooperate with the service provider in good faith,
 - provide the service provider with the "Final payment confirmation" (certificate obtained by e-mail) upon arrival, proving total payment of accommodation,
 - report immediately while sending a request for accommodation if it is planned for more people to come than indicated in the accommodation capacity, even when those persons are minors (children). The possibility of accommodating a larger number of persons depends solely on the goodwill of the service provider, which does not exclude the possibility of extra charges for the additional persons.
5. In cases of non-compliance with these obligations, the Guest bears the costs and is liable for any damage. The guest agrees to pay for all damage caused by confirming the reservation.

Right to compliment or complaint

1. The guest has the right to complain about the accommodation service quality. The complaint can be addressed electronically by sending an e-mail to ivan.przulj@gmail.com or to vila.mia.krak@gmail.com with the required statement of praise or complaint.
2. The service provider will do everything in its power to implement a remediation plan as soon as possible if it receives a complaint.

Travel Insurance

The total cost of renting the villa does not include travel insurance, insurance against accidents and illness during the trip, damage or loss of luggage, reservation cancellation insurance and health insurance. Travel insurance is recommended to all guests, as well as damage or loss of luggage and health insurance.

Emergency Contact

All information on the service of accommodation is available at the following contact:

- a) electronically by sending an e-mail to ivan.przulj@gmail.com
- b) by phone 00385 99 6651 380 – Ivan

112 - The European emergency number

You can call at any time number 112, regardless of your location in Croatia.

The phone call is free, and you can make it across all mobile and fixed networks by simply dialling 112.

Call 112 if you need urgent medical assistance, firefighting aid, police assistance, rescue assistance or similar.