

General terms and conditions

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General

VrbnikNet supports the proper placement of the apartments between the customers and the local agency in Vrbnik. VrbnikNet acts at the time of the contract in the name of the local agency in Vrbnik. A contractual relation comes off only between the local agency and the customer

Inquiry - Booking

Inquiries and bookings of accommodation are done electronically by email. The deposit (about 20 % of the accommodation price) shall be paid upon receipt of the booking confirmation.

With deposit payment the customer confirms that he/she is aware of the General terms and accepts these terms. The final booking confirmation and other necessary data will be sent from us by email as soon as we receive the deposit payment. The content of the booking confirmation is to be checked immediately by the customer. By the arrival in Vrbnik this booking confirmation has to be submitted to the local agency. The rest of the payment takes place locally in the tourist agency in Vrbnik. In case of a premature departure, the remaining amount is to be paid for the not used part of the booking period.

Cancellation

The cancellation of the confirmed reservation has to be done electronically by email. The cancellation charges depend on the date of receiving the cancellation notification.

30 days or more prior to the beginning date of the service: The customer pays 100% of the deposit payment

Less than 30 days prior to the beginning date of the service or if the customer does not arrive: The customer pays 100% of the deposit payment + a fee of 50 EUR

The reservation will be cancelled if the customer does not arrive on the beginning date of the service and did not previously inform the local agency or VrbnikNet.

Customer's right to change

The customer changes can be done electronically by email and will be made free of charge. Changes can refer to the number of people or the names of the customer. If a change is not possible (e.g. the apartment is too small for the desired number of persons) and the customer gives up the confirmed reservation, the cancellation terms apply. In case of rebooking regarding the object and/or reservation period VrbnikNet is authorised to bill a rebooking fee of 20 EUR.

VrbnikNet's right right to change

VrbnikNet reserves the right to change a confirmed reservation in case of circumstances caused by conditions beyond its control (that cannot be predicted and avoided). Booked apartments can be substituted only by an apartment of the same or higher category. VrbnikNet reserves the right to cancel the reservation upon prior customer notification in case where substitute apartment is not available and guarantees a full

refund of the deposit payment. If VrbnikNet cancels a reservation, the customer is not entitled to compensation from the VrbnikNet.

Prices

The accommodation price includes rent, electricity, water, bedding, towels, air condition (if available), final cleaning and local resident tax. For a few apartments the local resident tax and air condition are not included in price. The local resident tax in Vrbnik amounts for adults 1 EUR per person per day, for adolescents from the age of 12 to 18 years amounts 0,50 EUR per day and the children under the age of 12 are exempted from paying the local resident tax. If the exchange rate between euro and kuna changes for more than 3 %, the local agency in Vrbnik has the right to modify the rest of the payment.

Categorization of the apartments

All offered apartments are categorized with three or four stars from the Croatian Ministry of Tourism. The most of them are equipped with air conditioning system and SAT TV and belong to the best in their class.

Arrival and departure time

The customer can get the key starting up from 2 p.m. till 8 p.m. on the day of arrival. The customer is obliged to leave the apartment till 10 a.m. on the day of departure (the final cleaning starts after 10 a.m.). The exceptions, if desired, have to be clarified with the local agency before. If the customer arrives after 8 p.m. he/she shall give notice to the local agency in order to get the mobile-phone number of employees of the local agency.

Complaints

If there are any complaints, the customer is required to complain inadequate service immediately to the local agency in Vrbnik.

Damages

The customer is responsible for the apartment and the damages, which may occur during his/her stay. Possible damages, which arose during the stay, have to be communicated as soon as possible to the local agency.

Customer obligations

The customer is obligated to have a valid travel documents and to give the document which confirms deposit payment (received by e-mail) to the local agency in Vrbnik. Only the customer is responsible to comply with passport-, health-, visa-regulations.

Luggage

VrbnikNet is not responsible for damaged, destroyed or lost luggage. VrbnikNet is not responsible for stolen property or valuables kept in the accommodation unit. Stolen goods should be immediately reported to the local tourist agency and to the local police department.

Insurance

There are no insurance policies included in the travel price.