

General Terms

Terms & conditions

1. CONTENT OF THE OFFER KRK ADRIA d.o.o., travel agency, Linardici 28/4, 51500 Krk (the agency) provides guest services according to information available on this web site, description and schedule of the confirmed reservation (offer), except in case of illness or death of the host or his immediate family, and the extraordinary circumstances which could not be foreseen or eliminated (natural events: earthquakes, floods, fires, droughts, wars, strikes, terrorist actions and limitations issued by the government: mobilization, confinement from the country).

2. INQUIRIES AND RESERVATIONS AND PAYMENTS Inquiries and booking of accommodation can be done electronically. After confirmation, the customer fully accepts these General Terms and Conditions. In other words, everything stated in the General Terms and Conditions becomes legally binding for the guests and the agency. The guest is obliged to provide the information necessary in the booking procedure. To confirm your reservation deposit is required. The rest of the total price must be paid prior to arrival.

3. PRICE OF SERVICE The price of accommodation includes the basic service, accommodation and editor of the usual ratio of consumption (electricity, water, gas) and weekly changing of bedlinen and towels. Special services are not included in the price, and the guest pays it additionally. So, all services which guest decide to use additionally and are not specified in the offer or voucher will be extra charged. Accommodation prices are in KUNA or EUR . The Agency is committed to indicate and recapitulate exactly the price in private accommodation, and by accepting that offer or by confirmation of reservation guest agrees with the same. By paying the advance, agency guarantees the price of accommodation, stated in the calculation according to which the advance was paid. If in the accommodation reaches more people than stated in the offer or voucher, the service provider can deny the extra customers accommodation or has the right to charge for unannounced guests. By accepting the offer, guest confirms that he is familiar with description and capacity of accommodation unit.

4. CATEGORIZATION AND SERVICE DESCRIPTION The accommodation units are described according to the official categorization of the authorized institution, and based on the actual state of the unit being published. Standards of accommodation and other services in different places and countries may be different and not comparable. Accepting the offer guest confirms that he is familiar with the relevant data, descriptions and pictures of each accommodation unit that the agency sends within the offer. On the day off arrival, guests can arrive after 16.00 hours and on the day of departure has to leaving the unit until 10.00. The key of rented unit guest will receive in accommodation unit by the service provider.

5. AGENCY'S RIGHT TO CHANGES AND CANCELLATION The agency may change or cancel the reservation if before or during vacation unexpected circumstances occur that can not be avoided (Section 1). Booked accommodation can be substituted only with the approval of the client and only by the accommodation of the same or higher category and at the price of accommodation that was booked. If the alternative accommodation is available only in a higher category and at a price 15% higher than the cost of accommodation that was booked, the agency has the right to charge the price difference upon consulting the customer. If the agency is unable to offer a replacement, the agency reserves the right to cancel the reservation upon prior customer notification at least 7 days before the start of the service, and guarantees a full refund of the amount paid. If agency is not able to offer a replacement on the day of arrival, the agency will try to provide information about the accommodation that is not the agency's offer and guarantees the refund of the complete paid amount.

6. GUEST'S RIGHT TO CHANGES AND CANCELLATION If the customer wish to change or cancel reservations that he made previously, it must do so in writing (e-mail or fax). The change includes the change in the number of persons, change of the dates of arrival and / or departure, or a change of accommodation unit. Any change made before arrival date or during the vacation will be considered a cancellation, unless the agency and service provider do not agree with the changes. In case that guest wants to change the reservation (with the permission of the agency) it is required to pay the total price at the date of the change of the reservation, including all charges and any costs incurred during the change. Acceptance of offer / reservation confirmation automatically imply acceptance of these General Terms and Conditions. Guest acknowledges that he is familiar with the agency's obligations to guarantee occupancy to service provider / owner of the building for the entire reserved period with the number of persons that is reserved by the customer. Accommodation unit reserved by the customer in the meantime, could not be offered to other potential guests. In case of cancellation, paid deposit can not be refunded regardless of the date of cancellation. In case of cancellation within 14 days prior to arrival or during the stay in the accommodation unit, the customer is required to pay the full amount specified in the voucher and any additional services chosen to use, unless it is agreed different with the agency and the service provider. The agency offers guests the opportunity to find a new passenger / user for the same reservation if possible (this depends on the service provider also). New reservation holder accepts all obligations under these General Terms and Conditions. In case that guest wants to reactivate an already cancelled reservation (if the dates are still free and with the permission of the agency) it is required to pay the total price at the date of the renewal of the reservation, including all charges and any costs incurred during cancellation and renewal. If the guest wants to reactivate the already cancelled booking, in case that the time period is still available and with the permission of the agency, and

has already paid the full amount of the accommodation price, it is necessary to pay an additional security deposit which is returned upon arrival, up to 30% of the stay price, and at least € 100.

7. AGENCY'S OBLIGATIONThe agency's obligation is to take care, in good faith, of providing booked services and about the choice of service providers, also takes care of the rights and interests in accordance with good practices in tourism. The agency will carry out all stated obligations in full and as described above, except in extraordinary circumstances (Article 1), then proceed as described in Article 6.8.

8. GUEST'S OBLIGATIONThe customer is required to: Possess a valid passport, and procure it at time if necessary, Upon arrival in accommodation unit, guest must present a passports or identity cards of all persons to service provider for registration and also confirmation of payment (voucher received from the agency by email or mail) and pay amount specified in the voucher, otherwise can not get the key. Confirming the reservation, the customer accepts that will pay any damage he make in accommodation to the service provider on the spot, Obey house rules in accommodation facilities, as well as cooperate with the service providers in good faith, In the case of serious breach of the house rules and premature abandonment of the facility at the request of the service provider, the customer is not released from the settlement cost of accommodation for the entire reserved period unless the service provider agrees that guest is not obligated to pay the entire reserved period. The customer will bear the responsibility and costs occurred by disrespect of obligations.

9. LUGGAGEAgency is not responsible for luggage that is destroyed, lost, damaged or stolen in the accommodation. Lost or stolen property has to be reported to the service provider, the agency or local police station.

10. RESOLUTION OF COMPLAINTSThe guest has the right to complain about undelivered contracted services. In case the services from the offer are of poor quality, the guest is obliged to immediately advertise the inappropriate service on the day of arrival and inform the agency by e-mail at info@krkadria.com or by phone at +385 (0) 51 604 021 (working hours of customer service) 08:00 -20: 00h). The guest is obliged to cooperate with the service provider and the agency in good faith to eliminate the causes of the complaint. A guest who leaves the facility and finds other accommodation on his own initiative due to dissatisfaction with the current condition of the booked accommodation, without giving the Agency the opportunity to eliminate the cause of his dissatisfaction, or to find him a replacement accommodation, has no right to demand a refund or claim to the fact whether his reasons were justified or not. Also, if the guest on the spot accepts the offered solution to the complaint that corresponds to the paid service, the Agency will not accept the subsequent complaint of the guest or respond to it. In case the problem has not been eliminated, even after the agency's intervention, the guest is obliged to send a written complaint together with supporting documents and photographs proving the basis of the complaint by e-mail to info@krkadria.com or by mail no later than 8 days after returning from vacation. The Agency undertakes to consider only fully documented complaints received within 8 days after the completion of the reservation. The agency is obliged to issue a written decision on the guest's complaint within 14 days of receiving the complaint. The Agency may postpone the deadline for resolving the complaint due to the collection of information and verification of the allegations of the complaint with the service provider for a maximum of another 14 days. The Agency undertakes to resolve only those complaints for which the cause could not be remedied at the place of residence. While the decision procedure lasts, and a total of 14 or 28 days after the filing of the complaint, the guest irrevocably waives the mediation of any third party: arbitration, providing information to the media, as well as the right to sue. The highest fee per complaint may reach the amount of the advertised part of the services, and may not include already used services or the entire amount of the arrangement. The Law on Tourist Activity excludes the right of a guest to compensation for ideal damage. The agency cannot be held responsible for possible climatic conditions, cleanliness and sea temperatures in destinations, and all other similar situations and events that may cause guest dissatisfaction, not directly related to the quality of the booked accommodation unit (eg bad weather, poorly maintained beaches; excessive crowds, theft or damage to property, etc.). If the guest decides to book from a special LAST MINUTE, FIRST MINUTE or SPECIAL OFFER offer, then the guest accepts all the risks of such a reservation. LAST MINUTE, FIRST MINUTE and SPECIAL OFFER reservations contain uncertain facts that the Agency cannot influence, and the guest has primarily accepted such a reservation due to the better price and therefore waives the right to a refund and the right to object to the Agency.

11. GENERAL CONDITIONSConfirming the reservation / offers guest fully accepts these General Conditions. All disagreements both sides will try to resolve amicably. In case of dispute, the jurisdiction has the court in Krk.

12. PRIVACYAgency agrees that personal data provided from the guest upon reservation will not disclose to other persons or companies, but will eventually be used only for internal marketing purposes. Guest agrees that the agency uses his contact information (primarily e-mail address) to send special offers. The Agency shall, upon request immediately remove its data from the records.

13. WSPAY PAYMENT GATEWAYKrk Adria d.o.o. Linardići 28/4, 51500 Krk, Croatia uses WSPay for online payments. Wspay is a secure system for online payment, real-time payment, credit and debit cards and other payment methods. Wspay provides the customer and trader with safe entry and transfer of entered card data, which is also confirmed by the PCI DSS certificate WSPay holds. Wspay uses the SSL certificate 256 bit encryption and TLS 1.2 cryptographic protocol as the highest level of protection when entering and transferring data.