

GENERAL TERMS AND CONDITIONS

1. CONTENT OF THE OFFER AND GENERAL CONDITIONS

Plitvice Holiday Resort (hereinafter referred to as the Resort) markets and sells accommodation and camping services according to the published information, description, term and valid price list, and in accordance with the confirmed reservation/contract, in its name and for its account. As the customer of the end-user Service, an agency or tour operator may appear, and the provisions of the general terms and conditions apply to them as intermediaries. By submitting a booking enquiry, you acknowledge that you are agreed with the General terms and conditions of the Resort and it becomes a legal obligation. When providing services in the Resort, the rules prescribed in the House rules and catering practices in accordance with positive legislation of the Republic of Croatia apply.

2. ACCOMMODATION RESERVATION AND PAYMENT

After you make an initial inquiry for accommodation, you are considered a potential user of the accommodation and on the basis of it, the pre-booking is made. All records are kept under the name of the person who sent the inquiry (if it is a physical person, the name and surname; and if it is a legal person, the full name of the company with all the data), and that person is considered the Holder of the reservation. The Holder of the reservation must be older than 18 years and is authorized by the other designated persons to make the reservation on behalf of all persons listed in the inquiry. By completing and submitting the booking request, the reservation Holder confirms that he/she is authorized to book on behalf of everyone and that others agree, and that they are also bound by the terms of the reservation. When booking, the Holder is required to provide all the information required by the booking process. Inquiry into the reservation of accommodation is considered as an open inquiry forwarded to the Resort by any means of communication in writing (memo, e-mail, fax, etc.). On the basis of an open inquiry, the Resort will make a reservation and will provide the reservation Holder with a quotation for the reserved service and the operating conditions. The Holder of the reservation is responsible for fulfilling all the conditions of the business mentioned in the pre-booking, which primarily relates to the payment of deposits, settling the costs of the reserved service (deposit payment, settlement, rest of the invoice). The Booking of the accommodation for the appropriate term is valid only if the reservation Holder has fulfilled all the conditions specified in the pre-booking and after the written confirmation of the reservation (voucher) by the Resort. If the booking Holder does not meet the required conditions within the specified deadline, the reservation is deemed to be void.

A written confirmation by the Resort shall contain the following information:

Rotokor d.o.o.
Grabovac 102
47245 Rakovica
Tel: + 385 47 784 192 Fax: + 385 75 802 630
Web: www.plitvice.com email: info@plitvice.com

Reservation Holder is obligated to pay the Remainder of the invoice (the difference between deposit and total cost of the reserved service) no later than the last day of stay at the Resort, with the obligatory prior authorization of the credit card or deposit. For longer stays at the Resort (more than 7 days), the Holder of the reservation is obliged to pay part of the bill during their stay every 7 days, for which the Holder of the reservation will be informed beforehand in writing (by e-mail) and upon check-in at the Resort. By fulfilling the conditions set out in the prebooking, you agree to the General terms and conditions of the Resort and this constitutes the formal legal conclusion of the contract. In the formal legal sense, the Holder is always liable for the reservation and cannot transfer his/her responsibility to the persons for whom he has made the booking. Persons under 18 years of age shall not be able to book a stay. In these cases, we reserve the right to refuse to process the reservation inquiry without specifying any reason. The Resort reserves the right to refuse, cancel or modify the reservation if there has been a misuse of the booking system or if it has been made by user error. The Resort's Duty is to care about providing services and caring for the rights and interests of the guest according to the good customs of tourism. The Resort will fulfil all obligations in full and on its standards provided, in good faith and by the attention of the conscientious entrepreneur in accordance with the rules of the profession, except in special circumstances. The resort undertakes to respect the privacy of all its users, and their personal data will not be shared with third parties without the express consent of the user of the reservation, except in cases where it is legally prescribed or necessary for the provision of services, such as sharing data with partner agencies or service providers inside the Resort.

All employees of the Resort and business partners who do business with the Resort are responsible for respecting the principles of privacy protection according to the General Data Protection Regulation (GDPR).

3. ACCOMMODATION IN THE RESORT

The arrangement of the accommodation units is determined by Front Desk. If the guest has not expressly asked for a room with special features, he will accept the official registered accommodation unit. It is not possible to stay in the room before 2 p.m. on the day of arrival, and the same must be vacated by 11 a.m. on the last day of utilizing the service.

4. PRICES

The price of accommodation includes the basic service as described in the valid price list at the time that the reservation is confirmed. Special services are those services that are not included in the accommodation price (in the accommodation description specified as "by arrangement " or additional services provided with prior notification) and therefore the guest shall pay for them separately. These services should be requested when booking at the Resort's Front Desk. The Resort reserves the right to change prices if there has been a change in currency rates compared to the date of price formation (above 0.5%). The Resort may inform the customer in writing or orally about the price change.

5. CHANGES ON YOUR PART

If you are prevented from travelling, you have the right to transfer your reservation on/to third parties or another time period. In this situation, you should inform the Resort in writing at least 15 days prior to your scheduled arrival. Until the Resort receives written consent from the other person about taking on the reservation for you, you shall be responsible for the total invoice of the services ordered.

6. OTHER AMENDMENTS

If you want to make changes to an already confirmed reservation, you must contact the Resort in writing as soon as possible. The Resort will try to accommodate your wishes, but cannot guarantee in advance that this will be possible.

7. CANCELLATION OF RESERVATION

If you want to cancel your reservation, the same can be done in written form by registered e- mail. The cancellation is accepted only if its sent by the holder of the reservation or a person legally authorised to do the same on his behalf. For cancelling the reservation, the Resort is entitled to reimbursement of expenses according to the cancellation of the bill of rates unless otherwise defined by the contract. Depending on the date of receipt of the cancellation notice, the Resort applies the following cancellation rates:

CANCELLATION COSTS (group up to 15 people)

- Up to 14 days prior to arrival - no cancellation fee
- 14 to 7 days before the arrival - 30% of the booked service
- 7 to 0 days before the arrival - 50% of the booked service
- No Show (the guest fails to show up)-100% of the amount of the booked service

CANCELLATION COSTS (group of more than 15 people)

- 45-30 days prior to arrival-the agency pays 20% of the total amount
- 30-15 days prior to arrival-the agency pays 40% of the total amount
- 14-7 days prior to arrival-the agency pays 80% of the total amount
- 7-0 days prior to arrival-the agency pays 100% of the total amount

CANCELLATION REQUIREMENTS FOR INDIVIDUAL BOOKINGS (individuals)

- 48 hours prior to arrival – hotels charges 100% of the total amount

8. PREPAID NON-REFUNDABLE RESERVATIONS

Reservation cannot be modified or cancelled. The Resort will charge advance payment or the entire amount of the reservation immediately upon booking. In case of cancellation, the Resort will retain the paid deposit in full. In case of no show without prior cancellation of the reservation, the Resort will charge the total amount of the reservation. Should the guest not arrive in the booked accommodation unit until 7 p.m. on the first day of the service, and has not contacted us, the reservation is considered cancelled and the cancellation costs are calculated according to the above-mentioned rates. If the actual costs of cancellation exceed the above-mentioned costs, the Resort reserves the right to charge the actual costs incurred. If the guest decides to leave the Resort before the end of the booked term, the Resort is not obligated to refund them for the amount charged.

9. RESERVATION GUARANTEE

We use your credit card as a reservation guarantee. (if the reservation was made according to standard conditions and without paying a deposit) In case of no-show, without prior cancellation of the reservation, we charge your card for the total amount of the reservation. Within the notice period, we can charge your credit card for the amount of the first night per accommodation unit. For cancellation of the reservation after the cancellation period, we retain the debited amount. In case of failed pre-authorization of your credit card, you will be notified. If we are unable to charge your credit card, your reservation will be cancelled. (if we are going to do pre-authorization).

If you do not have a credit card, you can guarantee your stay by paying a deposit in the amount of one night per accommodation unit. The advance must be paid 7 days after receiving the confirmation.

Payment for the reserved services is made at the reception by credit card or cash in accordance with the general business and reservation conditions. We accept the following credit cards: MasterCard, Amex, Visa and Maestro.

10. CHANGES AND CANCELLATION BY THE RESORT

The Resort reserves the right to amend the reservation or the way to provide services at any time, should the circumstances beyond our control, which cannot be predicted, avoided or postponed arise. The confirmed accommodation unit can be replaced by the unit of the same or higher category while retaining the same price as valid at the time of booking confirmation and informing the guest about the change in a timely manner. In cases where the replacement accommodation cannot be found and the reservation is paid in advance, the Resort reserves the right to cancel the reservation and refund the entire amount.

11. COMPLAINTS

In Accordance with Article 10, Paragraph 1, Point 10 of the Act on the Hospitality Industry (NN 85/2015), guests can express their dissatisfaction with the purchased product or service by submitting a written complaint to the Resort, whereby the Resort will confirm receipt of the complaint in writing without delay. Guest complaint can also be sent by e-mail to:

Rotokor d.o.o.
Grabovac 102,
47245 Rakovica,
Tel: + 385 74 784 192 Fax: + 385 75 802 630,
Web: www.plitvice.com Mail: info@plitvice.com.

We will submit a written reply within 15 days from the date of receiving the complaint.

12. CHECK IN AND CHECK OUT FROM THE ACCOMMODATION UNIT

It is set in the Resort's House rules and can be found in each accommodation unit of the Resort.

13. GUEST OBLIGATIONS AND RESPONSIBILITIES

As a guest, you are obligated to possess valid travel documents, respect the customs and other regulations of the Republic of Croatia, as well as adhere to the House Rules and instructions of the Resort's staff. The guests are obligated to keep the property, as well as all furniture, furnishing, equipment and the environment in the same condition and conditions as they were at the beginning of the service. The customer shall be liable and obligated to reimburse the cost for any type of damage incurred.

14. ADDITIONAL SERVICES

Payment for additional services is negotiable or determined according to the valid price list. The Resort assumes no responsibility for services provided through other service providers. Should the guest wishes to use additional services, it is necessary to inform the Front Desk of them in advance.

15. PETS

Bringing pets is allowed, with an extra charge. The surcharge for pets is 20.00€ per day. Each guest is required to have basic equipment for their pet (bed for dog/cat, food bowl, water bowl and mat for food and water bowls). By confirming the reservation, the guest automatically accepts full responsibility for the pet.

16. CHILDREN'S Crib

Baby bed rental is possible only on request, in writing (by e-mail).

The rent of a baby bed is 10,00 € per day.

17. SOCIAL EVENTS

Should you plan to organise an event (birthday party, wedding, cocktail party, dinner, etc.) in the Resort, you must first request permission from the Resort's management. Larger events need to be announced before arrival, and there is an additional cost that is determined by the Resort. No permission is required for visitors taking photos for private purposes. The use of listed aircraft for aerial photography is not allowed. The guest/agency must submit a request for recording and/or photography in the Resort area no later than 7 days before arriving at the Resort.

The request must contain the following:

1. Full name, address and contact of the responsible natural or legal person who plans to record and/or photograph
2. Reason and purpose of recording
3. Planned date of arrival and time of filming and/or photography
4. Date and signature of the responsible person.

18. SAFETY AND VALUABLES

The Resort is not responsible for damaged, destroyed, lost or stolen luggage. All valuables shall be left in the Resort's room/cottage at your own risk. The Resort bears no responsibility for the loss thereof if it has not been reported and stored in a safe deposit box located at the Resort's Front Desk or in the rooms. Loss of items or theft shall be reported at the Resort's Front Desk and the local police station.

19. RESORT RESPONSIBILITY

The Resort shall bear no responsibility in the event of death, illness or injury of any person in the Resort, outside the coverage of the insurance policy of persons from accidents, if the adverse event is not caused by the Resort or extreme negligence on the part of their staff. The Resort shall not be liable for the loss, interruption or delay due to any cause beyond our control including, but not limited to, force majeure (explosion, storm, fire or accident, war or threat of war, civil riots, restrictions, local Laws or any measure of state or local authorities, strikes, prohibitions of inputs or other industrial actions, interruptions, etc.). In cases of executing the release from obligation, the liability of the Resort shall be limited only to the refund of the amount paid to us in connection with the reservation. The Resort shall not be liable for a complaint that would result from failure of mechanical and other equipment in the accommodation; e.g. heat pumps, boilers, etc. or for the interruption of utility services (electricity, water, gas, etc.).

The Resort shall not responsible for any noise or interference that occurs outside the Resort's property or is outside the control of the staff. The Resort shall not responsible for any events occurring outside our control, such as bad weather, delays of other carriers, malfunction of household appliances, injuries caused by improper use of equipment and noncompliance, as well as intentionally induced damage by the Resort Services user.

20. TOURIST TAX (residence tax)

The tourist tax is calculated according to the applicable legal regulations, and the guest is obliged to pay it simultaneously with the payment of the accommodation service. The tourist tax is not included in the price of the accommodation and is paid at the reception in the valid currency in addition to the environmental tax and a one-time registration as specified in the reservation itself.

21. CATEGORIZATION AND DESCRIPTION OF THE PROPERTY

Offered accommodation and other capacities are described according to the official categorization of the Republic of Croatia. The Resort shall assume no responsibility for any oral or written information that is not in accordance with the description of the services and the object itself in the published programs, which is obtained from a third party. The Resort shall not respond in case of inaccurate information by business partners.

22. NOTE

By written confirmation of the reservation of accommodation, guest or group of guests, natural or legal person who made the reservation fully accepts these Terms. The General conditions are available at the Resort's Front Desk and the Resort's web site.