

## GENERAL TERMS AND CONDITIONS

### RESERVATIONS

1. Reservations can be made by e-mail or through our website.
2. On receiving a request for reservation, the campsite will make a temporary reservation valid for 5 days from the offer date. The offer will include an estimate of the total cost and the deposit to be paid in advance:
  - a. **€150.00 (HRK 1,200)** for a plot
  - b. **€250.00 (HRK 1,900)** for a mobile home

The above deposits are inclusive of the **€30.00 (HRK 228.00)** reservation fee.

The received deposit will be deducted from the total bill upon service completion.

The total bill is paid at the Reception.

3. The deposit can be paid via bank transfer or in person at the Reception.  
The campsite reserves the right to reject or cancel a reservation if the guest fails to make a timely payment of the deposit, if the system is misused in any way and if the guest has a history of problematic behaviour or non-payment.
4. To make your reservation valid/fixed, the deposit has to be paid within 5 business days from the offer date. If the deposit has not been paid in a timely manner, the reservation will be invalid.
5. After the deposit has been paid, an e-mail notification is required in order to confirm the reservation.

### THE OFFER AND THE TOTAL BILL ISSUED AT THE RECEPTION

1. The total bill issued at the Reception may vary from its initial estimate, depending on differences in the services notified for the purpose of making a reservation and the services actually provided during stay.
2. The prices in euros are for information purposes only and the total charge in Croatian kuna may vary depending on the currency exchange rates. The euro is not an official currency in the Republic of Croatia, and therefore prices denominated in euros are for information purposes only and may vary.

### RESERVATION CONFIRMATION

1. On the receipt of the deposit, the guest will be sent a reservation confirmation to the e-mail address provided in the questionnaire or the one from which a direct e-mail has been sent.
2. The guest has to have a copy of the reservation confirmation when checking in at the Reception. The reserved dates will be specified in the confirmation letter and the total bill will be issued accordingly.
3. In case of unannounced late arrival, the reserved accommodation unit will be reserved until 18:00 h on the following day. After that time we reserve the right of further sales.
4. In case of late arrival or early departure, the guest will be invoiced for the entire reserved period.

### **RESERVATION CHANGE**

1. Reservations can be changed not later than one month prior to the date of arrival, depending on the availability (of time period or accommodation unit).
2. If a different number of guests will be staying on a plot than specified when making a reservation, only guests who have actually arrived will pay for their stay according to the applicable price list.
3. If a different number of guests will be staying in a mobile home or a bungalow, only tourist tax and registration fee will be charged to the guests staying in a mobile home/bungalow.
4. If the number of guests staying in a mobile home or a bungalow exceeds the maximum allowed, an extra charge will apply for every additional guest.

### **RESERVATION CANCELLATION**

1. Reservations may be cancelled only in writing. Reservations cannot be cancelled by phone.
2. If a reservation is cancelled up to 14 days prior to arrival and if the guest is prevented from arriving for whatever reason whatsoever, the campsite will keep the deposit.
3. If the guest fails to announce reservation cancellation, the campsite will keep all of the advanced payments made for that reservation.
4. If a reservation is cancelled up to 14 days prior to arrival, the campsite is entitled to keep the €30.00 reservation fee. The remaining balance will be credited to the guest's account.
5. If the guest cancels the reservation for the following year in the current year, the full amount of the deposit will be refunded.
6. In order to enable the campsite to make the refund, the guest will deliver the following data in writing:
  1. FULL NAME OF THE PAYER
  2. FULL HOME ADDRESS OF THE PAYER
  3. IBAN
  4. SWIFT/BIC
  5. NAME OF THE BANK
  6. BANK ADDRESS

### **RESERVATION OF A SPECIFIC ACCOMMODATION UNIT**

#### **1. PLOT RESERVATION**

- There are various types of plots in different camping zones, and the campsite will do its best to ensure that the selected plot suits the RV/trailer/tent, same as amenities listed in the questionnaire or direct e-mail.
- Our booking agent assigns the plot number and the guest will be informed of that number on arrival at the campsite. Preferences will be taken into consideration whenever possible, depending on the availability.
- First-time guests may not reserve a specific plot.

- Only regular guests who are familiar with the plots that are suited to their preferences may reserve a specific plot, if available. To reserve a specific plot the guest has to pay a one-time fee in the amount of €70.00, and neither the zone, not the plot may be subject to change at a later date.
- Plots located in the first row by the sea are subject to a supplemental daily fee. That fee is indicated in the price list.

## **2. MOBILE HOME/BUNGALOW RESERVATION**

- Mobile home reservations can only be made with Saturday as the day of arrival and Wednesday as the day of departure.
- Our booking agent assigns the mobile home/bungalow number and the guest will be informed of that number on arrival at the campsite. Preferences will be taken into consideration whenever possible, depending on availability.
- Only regular guests may reserve a specific mobile home, depending on the availability of a specific zone or number. To reserve a specific mobile home the guest has to pay a one-time fee in the amount of €70.00, and neither the type, not the mobile home/bungalow are subject to change at a later date.
- Mobile homes located in the first row by the sea are subject to a supplemental daily fee.
- Bed linen and towels are included in the mobile home price on arrival and are changed every 8 nights.
- Cleaning on departure is included in the mobile home price. Extra cleaning services are charged according to the price list.
- For children up to 3 years old a children's bed, junior chair and a children's bathtub may be provided free of charge.

## **CHECK-IN AND CHECK-OUT**

1. Mobile homes/bungalows:
  - check-on on arrival date 17:00-23:00 h
  - check-out on departure date 07:00-09:00 h
2. Plots:
  - check-on on arrival date 14:00-22:00 h
  - check-out on departure date 07:00-10:00 h
3. For late check-out an extra night will be charged.

## **PAYMENT**

1. In order to avoid any delays or waiting in line, we recommend checking out a few days prior to the departure date.
2. One-time payment can be made using any bank card (EC/MC, Visa, Diners, Amex, Maestro) and by cash payment in Croatian kuna.
3. Payments cannot be made in any other currency. Exchange office is at the Reception.
4. The prices specified in the price list are per overnight.

### **SPECIAL OFFERS**

1. Special offers and discounts are published on the official website of the campsite or in our *Newsletter*.
2. Discounts cannot be combined; using one discount excludes the right to use other discount at the same time.
3. Special discounts and special offers cannot not be combined.
4. Special offers are valid only for reservations made during the offer validity term. Special offer may not be replaced by a different offer or applied retroactively.
5. All promotional offers (special offers, last-minute deals, etc.) do not apply to already made and confirmed reservations. Cancellation of an already paid reservation in order to make another one under special offer terms will result in the loss of an already paid deposit.
6. All camping cards like ACSI or ADAC card, which include service packages, are valid exclusively in the Zone C and there is no possibility of additional payment for another zone.
7. All camping cards with special discounts and benefits should be shown when checking in at the Reception.
8. All camping cards with special discounts and benefits may not be combined with other discounts or special offers.
9. Tourist tax and one-time registration fee are not included in the specially agreed price charged to camping card holders or any other, and are charged extra for every guest including children.

### **PETS**

1. Šimuni is a pet-friendly campsite.
  2. Pets must be registered at the Reception at check-in and a travel document must be presented for each pet.
  3. In the campsite area, including its food service establishments, pets must be kept on a leash.
- **Mobile homes/bungalows**  
Pets are allowed and subject to a special pet charge different from the ones applicable to campsite plots. In mobile homes and bungalows owners have to have a special bed for their pet or bring a cover to protect the furniture in the accommodation unit. In case of any damage, the owner will be liable for damages.
  - **Plots**  
Pets are allowed and a special pet charge applies, different from the one applicable to mobile homes/bungalows.
  - **Beaches**  
Pets are not allowed on campsite beaches, except on the dog beach. The dog beach location is marked on the map of the campsite.

### **MARINE VESSELS**

1. Pontoon marina at the campsite is not intended for overnights.

2. The marina does not have electricity or drinking water supply.
3. Reservations are not possible, but guests may announce that they will have a vessel (boat, speedboat, inflatable boat, Jet ski, etc.) when making a reservation.
4. Guests have to report a marine vessel when checking in at the Reception. Charges will apply depending on the size of the vessel (length, width), as indicated in the price list.
5. The boat slip is in the campsite area, in proximity to the pontoon marina.

By confirming a reservation, the guest also confirms acceptance of these terms and conditions. Guests cannot file complaints based on not reading the terms and conditions.

Thank you for your trust. Camping Village Šimuni Team wishes you a pleasant stay.