

## TERMS AND CONDITIONS

### MAKING RESERVATIONS

- 1) Reservations are made via email or the Enquiry Form on our website.
- 2) Upon receipt of the request, the campsite makes a temporary reservation valid for five days after sending the offer (the number of days may vary depending on the date of arrival). The offer includes **estimate of the total cost** and the deposit to be paid in **advance**:
  - a. **An advance deposit of 30 percent of the reservation value**
  - b. **The minimum advance deposit for lower value reservations is EUR 50.00**

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

The total bill is paid at the reception desk.

- 3) The deposit can be paid via bank transfer or at the reception desk.
- 4) To make your reservation valid/final, the deposit has to be paid within five days from the offer date. If the deposit has not been paid in a timely manner, the reservation will be invalid. The reservation will be automatically cancelled five days after sending the offer if no notice of the deposit is received.
- 5) After the deposit has been paid, an e-mail notification is required in order to confirm the reservation.
- 6) The campsite reserves the right to decline 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.

### DIFFERENCE IN THE AMOUNT OF THE OFFER AND THE BILL ISSUED AT THE RECEPTION DESK

- 1) The total bill issued at the reception desk 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.

### 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) A copy of the reservation confirmation must be enclosed when checking in at the reception desk. 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 to cancel the reservation.
- 4) **In case of late arrival or early departure, the guest will be charged the full amount off the booking including all booked services.**

### **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 pitch 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 fee, a tourist tax and a registration fee will be charged for each additional person.

### **RESERVATION CANCELLATION**

- 1) Reservations may be cancelled only in writing. We do not accept cancellation requests by phone.
- 2) A minimum of € 50.00 will be retained by the campsite if the requested deposit is less than 100,00 EUR.
- 3) If a reservation is cancelled:
  - a) within 30 days prior to the arrival date - the campsite retains the full amount of the deposit.
  - b) 30 to 45 days prior to the arrival date - the campsite retains 75 percent of the deposit amount, and the remaining 25 percent is refunded to the guest
  - c) more than 45 days prior to the arrival date - 50 percent of the deposit amount will be refunded to the guest.
- 4) If the guest fails to announce reservation cancellation, the campsite retains the full amount of the deposit.
- 5) In order to enable the campsite to make the refund, the guest must provide the following information 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) PITCHES

- There are various types of pitches in different camping zones, and the campsite will do its best to ensure that the selected pitch suits the RV/trailer/tent, same as amenities listed in the Enquiry Form or direct email.
- Our booking agent assigns the pitch 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. A list of the available accommodation units cannot be provided upon request.
- Only regular guests who are familiar with the pitches that are suited to their preferences may reserve a specific pitch, if available. To reserve a specific pitch the guest has to pay a one-time fee in the amount of €70.00. It is not possible to change the pitch after a confirmed reservation or upon arrival.
- Pitches located first row by the sea are subject to a supplemental daily fee indicated in the price list.

## 2) MOBILE HOMES/BUNGALOWS

- Mobile home reservations can only be made with Saturday or Wednesday as the day of arrival or 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. A list of the available accommodation units cannot be provided upon request.
- Only regular guests may reserve a specific mobile home, depending on the availability of a specific number. To reserve a specific mobile home the guest has to pay a one-time fee in the amount of €70.00. It is not possible to change the type or the number of the mobile home/bungalow after a confirmed reservation or upon arrival.
- Mobile homes located first row by the sea are subject to a supplemental daily fee indicated in the price list.
- Bed linen and towels are included in the mobile home price and are changed once a week depending on the day of arrival.
- Cleaning on departure is included in the mobile home price. Extra cleaning services are charged according to the price list.
- A baby cot, junior chair and a bathtub for children under three years may be provided upon request. These services are free of charge, but should be announced during booking or a few days before arrival.

## CHECK-IN AND CHECK-OUT

- 1) Mobile homes/bungalows:
  - check-in on arrival date 17:00-23:00
  - check-out on departure date 07:30-09:00
- 2) Pitches:
  - check-in on arrival date 14:00-23:00
  - check-out on departure date 07:30-10:00
- 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 you to settle your account a few days prior to the departure date.
- 2) One-time payment can be made using any bank card (EC/MC, Visa, Diners, Maestro) and by cash payment in Croatian Kuna.
- 3) Payments cannot be made in any other currency. Currency exchange services are offered at the reception desk.
- 4) The prices specified in the price list are for an overnight stay.

### **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 the deposit that has already been paid.
- 6) All camping cards with special discounts and benefits should be shown when checking in at the reception desk.
- 7) All camping cards with special discounts and benefits may not be combined with other discounts or special offers.
- 8) 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 regardless of their age.

### **PETS**

- 1) Camping village Šimuni is a pet-friendly campsite.
- 2) Pets must be registered at the reception desk 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 in mobile homes and bungalows and subject to a special pet charge different from the ones applicable to campsite pitches. Owners are obliged to bring a special bed or a cover for their pet to protect the furniture in the accommodation unit. In case of any damage, the owner will be liable for damages.

- **Pitches**

Pets are allowed on the pitches and a special pet charge applies, different from the one applicable to mobile homes/bungalows.

- **Beaches**

Pets are not allowed on campsite beaches, except those intended for pets. The pet-friendly beaches are marked on the map of the campsite.

### **MARINE VESSELS**

- 1) Pontoon marina at the campsite is not intended for overnight stays.
- 2) 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.
- 3) Guests have to report a marine vessel when checking in at the reception desk. Charges will apply depending on the size of the vessel (length, width), as indicated in the price list.
- 4) The boat slip is in the campsite area, in proximity to the pontoon marina.
- 5) The campsite provides assistance to the vessel owners when lowering the vessel into the sea. If this service is needed, guests must announce it at check-in and arrange a date and a time that's convenient.
- 6) All guests are obliged to park their vessel trailers on a trailer parking lot marked on the campsite map; otherwise they will be towed to the trailer parking lot.

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.**