



TERMS & CONDITIONS OF RESERVATIONS 2025

Welcome to the online accommodation reservation platform of Camping Village Šimuni. By making a reservation via our official website, you accept our Terms & Conditions of Reservations. Please read them carefully before proceeding with your reservation.



Creating a reservation by sending a query

A query regarding the reservation of accommodation units at Camping Village Šimuni may be submitted via: booking@camping-simuni.hr or our official website.

Camping Village Šimuni will provide the Customer with an offer to reserve accommodation units no later than three days of receiving the query. Unless otherwise specified in the offer, the offer will remain valid for two (2) days after it is sent.

The Customer must make a prepayment on the reservation within the validity period of the offer (two (2) days after it is sent, unless otherwise specified in the offer)) and the reservation will be deemed confirmed as of the time such required prepayment is received in the bank account of Camping Village Šimuni specified in the offer.

If the Customer fails to make the required prepayment to the bank account of Camping Village Šimuni specified in the offer within two (2) days after it is sent, the offer will expire, and the reservation will not be deemed confirmed. If the Customer still wishes to reserve accommodation units in Camping Village Šimuni in such a case, the Customer must send a new query for the purpose of reserving accommodation units.

Camping Village Šimuni reserves the right to change its prices at any time subject to availability and demand. The price specified in the offer will remain indicative until the reservation is confirmed.

Unless otherwise specified in the terms and conditions of the offer, the amount required to be prepaid equals 30% of the total amount specified in the offer. If 30% of the total price specified in the offer is less than EUR 50.00, the minimum prepayment is EUR 50.00.



The amount of such prepayment will be deducted from the final invoice. A final statement of the services will be created at the reception of Camping Village Šimuni during the Customer's stay or immediately before their departure from the campsite.

Unless otherwise specified in the offer, the prices are denominated in euros and include all applicable taxes.

A reservation may be modified or canceled subject to the Terms & Conditions of Modifying and Canceling Reservations.

A reservation may only be canceled or modified via: booking@camping-simuni.hr. No requests made by phone will be accepted.

Creating mobile home reservations if paid for using a payment card

Only mobile homes may be reserved and paid for online using a payment card. To confirm their reservation, the Customer needs to hold a valid credit card to which the payment will be charged after the Customer confirms their reservation.

After the Customer confirms their reservation, a prepayment equaling 30% of the total amount of the reservation will be charged to their credit card, unless otherwise specified in the terms and conditions of the relevant offer.

The amount of such prepayment will be deducted from the final invoice. A final statement of the services will be created at the reception of Camping Village Šimuni during the Customer's stay or immediately before their departure from the campsite.

Unless otherwise specified in the offer, the prices are denominated in euros and include all applicable taxes.

Reserving a specific accommodation unit

Only a Customer who has already stayed at Camping Village Šimuni and knows which accommodation units they prefer may reserve a specific accommodation unit, subject to availability.

A query concerning a specific accommodation unit may be submitted at the time of sending the reservation query.

A one-time fee of EUR 100.00 is payable for reserving a specific accommodation unit in Camping Village Šimuni.

A further fee specified in the Pricelist of Camping Village Šimuni is payable for reserving a specific beachfront accommodation unit in addition to the one-time fee of EUR 100.00.

If a specific accommodation unit is reserved, the reservation cannot be modified later.



Camping Village Šimuni is unable to provide the Customer with a list of available accommodation units.

If a specific accommodation unit is not available, the provisions of Section 1 of these Terms & Conditions will apply to the Customer's query.

Terms & Conditions of Modifying Reservations

If a modification of a reservation is possible and acceptable under these Terms & Conditions, a request to have a reservation modified may be submitted no later than 30 days prior to the arrival date.

The Customer may submit no more than one (1) modification request per reservation, whereby they may request no more than one (1) modification of their reservation.

A modification of a reservation is subject to availability of accommodation units and may result in further charges.

A reservation modification may only be requested in writing via: booking@camping-simuni.hr. No modifications communicated by phone will be accepted.

If reasonably possible, the Customer may also request to have their reservation modified by staying in Camping Village Šimuni in a calendar year other than the year of the initial reservation.

If the reservation is modified, Camping Village Šimuni will retain the prepayment (equaling 30% of the total reservation price).

As an exception, the prepaid amount will be included in the total reservation price if:

- a) the modification in question is a minor one (e.g. reducing/extending the length of stay, different number of guests to be staying based on the Customer's reservation, etc.); or
- b) the reservation is modified in such a way that the Customer will replace its stay in Camping Village Šimuni in the year of the initial reservation with a stay during the immediately following calendar year (e.g. 2026 instead of 2025).

A reservation cannot be modified while the Customer is staying in Camping Village Šimuni and Camping Village Šimuni reserves the right to charge the Customer the full reservation price if the length of stay is reduced by one (1) day or more of the reserved period, regardless of whether or not such reduction is notified.



Terms & Conditions of Canceling Reservations

The Customer may cancel their reservation in Camping Village Šimuni, in which case Camping Village Šimuni will retain at least 50% of the prepaid amount in accordance with these Terms & Conditions.

The minimum amount to be retained by Camping Village Šimuni is EUR 50.00 (if the prepaid amount is less than EUR 100.00).

Irrespective of the number of days between the reservation date and the arrival date, if the Customer cancels their reservation (for any reason whatsoever), the following refund rules will apply:

- If the reservation is canceled more than 45 days prior to the arrival date, Camping Village Šimuni will retain 50% of the prepaid amount.
- If the reservation is canceled 30-45 days prior to the arrival date, Camping Village Šimuni will retain 75% of the prepaid amount.
- If the reservation is canceled 0-30 days prior to the arrival date, Camping Village Šimuni will retain the full prepaid amount.

A reservation cannot be canceled while the Customer is staying in Camping Village Šimuni and Camping Village Šimuni reserves the right to charge the Customer the full reservation price if the length of stay is reduced by one (1) day or more of the reserved period, regardless of whether or not such reduction is notified.

To be eligible for a refund, the Customer must provide to Camping Village Šimuni the particulars of the bank account from which the reservation prepayment was made:

- PAYER'S NAME
- PAYER'S ADDRESS AND COUNTRY
- IBAN FROM WHICH THE PAYMENT WAS MADE
- SWIFT/BIC
- BANK'S NAME
- BANK'S ADDRESS.

A refund can only be made to the bank account from which the reservation prepayment was made.

Camping Village Šimuni reserves the right to reject, cancel or modify a reservation if the reservation system is abused or if the reservation is a result of a manifest error of the Customer.



Check-in and checkout times for accommodation units

Pitches

- The pitch may be entered after 2 p.m. on the arrival date.
- The checkout and vacation of the pitch must be completed no later than 10 a.m. on the departure date.
- If the Customer appears later without notifying this, the reserved accommodation unit will remain reserved until 6 p.m. on the next day. If the Customer fails to check in by 6 p.m. on the next day, they will be deemed to have canceled their reservation, and Camping Village Šimuni will be entitled to offer that accommodation unit for other reservations.
- Any late checkout requests will be subject to availability and additional charges may apply.
- If the Customer fails to check out on time, Camping Village Šimuni reserves the right to charge the Customer the full price for each day of delayed checkout, as well as any additional expenses and/or losses caused by such untimely checkout.

Mobile Homes

- The mobile home may be entered after 5 p.m. on the arrival date.
- The checkout and vacation of the mobile home must be completed no later than 9 a.m. on the departure date.
- If the Customer appears later without notifying this, the reserved accommodation unit will remain reserved until 6 p.m. on the next day. If the Customer fails to check in by 6 p.m. on the next day, they will be deemed to have canceled their reservation, and Camping Village Šimuni will be entitled to offer that accommodation unit for other reservations.
- Any late checkout requests will be subject to availability and additional charges may apply.
- If the Customer fails to check out on time, Camping Village Šimuni reserves the right to charge the Customer the full price for each day of delayed checkout, as well as any additional expenses and/or losses caused by such untimely checkout.

Liability

- Camping Village Šimuni shall not be responsible for any loss or theft of or damage to any personal belongings during the stay.
- The Customer must comply with all regulations and security rules of the facility. These rules are always available on the official website and via the mobile app of Camping Village Šimuni.
- Any inappropriate behavior or violation of such rules may result in removal from Camping Village Šimuni, in which case Camping Village Šimuni reserves the right to charge the Customer the full reservation price.

Privacy Policy



All personal data collected in the process of reservation will be processed in accordance with our Privacy Policy. By confirming their reservation, the Customer accepts these Terms & Conditions. No complaints may be lodged after accepting these Terms & Conditions.

Please contact our Reservation Center at booking@camping-simuni.hr for any further information.

Camping Village Šimuni wishes you a pleasant stay.

