

# CAMP MILO MOJE

## GENERAL TERMS AND CONDITIONS

Milo moje d.o.o. Drvenik provides accommodation and related services according to information available on our web site / advertisement / brochures. Unless otherwise stated, the Total amount includes bed, linen, water, electricity and bathroom towels ( not beach towels ), and air conditioning ( where this is available ). An advance payment, as stated on page 1 hereof, is necessary to confirm the booking. Milo moje d.o.o. shall confirm the booking once the advance payment is registered on our account. When the advance payment is received, the Client will receive an email Receipt/Voucher from the Milo moje d.o.o. confirming the payment. The Receipt/Voucher must be printed out by the Client and presented upon arrival. Unless otherwise stated in the Accommodation Services Agreement, the final payment is to be paid upon arrival at the booked accommodation. In case of subsequent cancellations of a confirmed booking, Milo moje d.o.o. shall keep of the advance payment to cover costs related to the booking, as stated under „ Client s Right to Changes and Cancellations „.

## **CONSUMER PROTECTION ACT**

In accordance with the Consumer Protection Act ( Official Croatian Gazette 79/09 ), Article 8, Paragraph 1, and the correction of the Law on Amendments to the Consumer Protection Act ( Official Croatian Gazette 89/90 ) Article 5, paragraph 2, written complains which is located at the landlord or e-mail to: milomojekampmail.com

## **DESCRIPTION OF STANDARD**

The accommodation facilities specified on the Milo moje d.o.o. web site/advertisement/brochure and described according to the official evaluation conducted by relevant local tourist authorities of Croatia and the owner of accommodation. Milo moje d.o.o. has inspected the accommodation facilities when this was possible.

## **MILO MOJE D.O.O. RIGHT TO CHANGES AND CANCELLATIONS**

Milo moje d.o.o. reserves the right to modify or cancel booked accommodation in case of force majeure situations or other factors that could not have been foreseen or avoided prior to, or during the stay. The booked accommodation facility can in such cases, with the Client s consent, be replaced with an alternative accommodation facility. Any alternative accommodation facility offered shall in that case hold the same, or higher standard than originally booked accommodation facility and be offered at the same price as the original booking. If there is only accommodation of higher standard available and the price exceeds the price of the originally booked accommodation by 10 % or more, the Milo moje d.o.o. reserves the right to charge the Client the difference with prior consent of the Client. In

cases when alternative accommodation is unavailable, Milo moje d.o.o. reserves the right to cancel the booking. Notice of such cancellation shall be given no less than 7 days before arrival.

Milo moje d.o.o. shall in such cases return the entire advance amount to the Client, as stated on page 1 hereof.

## **CLIENT S OBLIGATIONS**

- To be in possession of valid travel documents.
- To verify whether it is necessary for themselves or any other number of their party to obtain an entry visa for the Republic of Croatia.
- To comply with Customs rules and regulations regarding import or export of currency under relevant laws of the Republic of Croatia.
- To agree house rules in accommodation facilities and accept suggestions of the host made in good will.
- To present the confirmation of paid booking ( Voucher recived by e-mail ) to the agent or owner of the accommodation facility.
- Not to accommodate other guests in accommodation facility apart from those stated herein.
- To clean accomodation before departure ( take out the garbage,wash the dishes and cutlery,empty the fridge )
- By confirming the booking, the Client agrees to report to and reimburse the host for any damages caused to the accomodation facility ( including furniture and kitchenware ) during the stay.

## **LUGGAGE**

Milo moje d.o.o. shall not be responsible for any destroyed,lost or damaged luggage, not for theft of luggage or valuables from the accommodation unit ( we recommend to rent a safe deposit box if available, or to acquire travel insurance that covers theft ). Lost or stolen luggage should be reported to the accomodation facility owner or the nearest local police authority.

## **TRAVEL INSURANCE**

The price of accommodation facility booked through Milo moje d.o.o. does not cover insurance of any kind. If the Client wants insurance, it must be bought directly from a private insurance company.

## **TOURIST TAX**

Under the Tourist Tax Act of the Republic of Croatia, visitors are required to pay taxes for their stay, along with payment for accommodation services. The stipulated rate ranges from around 1 € per person per day for adults 18 years old and older. Youth from 12 to 17 years old are normally entitled to 50 % discount. Children from 0 till 11 years old are in most cases exempt from tourist tax payment. The total amount of tourist tax depends on the destination in Croatia and the lenght of stay and may vary according to currency fluctuations and local policy. Tourist tax is not calculated in price for some accomodation.

## PLEASE NOTE

- Unless otherwise stated, check-in time is from 2;00 pm, check-out time is until 10;00 am.
- If the Client requires check-in or check-out time outside of the above period, or in case of delays, the Client should contact the owner of the accommodation facility or Milo moje d.o.o. and inform them about arrival/departure time or delays. In case of delays on arrival longer than 24 hours - without notification to the owner of the accommodation facility or Milo moje d.o.o. local representative - the Agreement shall be considered as cancelled.
- The owner of the accommodation facility or Milo moje d.o.o. is responsible to hand the key to the Client on arrival. The Client is responsible to return the key to the owner of the accommodation facility or Milo moje d.o.o. or to leave the key on an agreed upon location on departure.
- Milo moje d.o.o. does not own the accommodation facility and shall not be responsible for any disagreements between the landlord/owner/owner's representative and the Client.
- The Client is responsible to transfer the accommodation facility back in the same condition as it was on arrival (except for final cleaning). The accommodation facility shall be cleared, trash emptied and removed and dishes cleaned.

## CLIENT'S RIGHTS TO CHANGES AND CANCELLATION

The Client has the right to change or cancel the booking in writing (by e-mail or fax). If changes in the booking are not possible, and the Client for this or other reasons chooses to cancel the booking, the following rules shall apply;

For reservations cancelled 30 days to the date of arrival, Milo moje d.o.o. shall keep the advance payment to cover administration costs.

For reservation cancelled 30 days or more prior to the reservation date, Milo moje d.o.o. shall refund all amount to the guest s bank account.

By confirming the booking and paying the advance payment for the accommodation, the Client irrevocably confirms that he/she understands and accepts the above conditions.

## COMPETENCE

In the event of dispute that might arise from the Accommodation Services Agreement and these Terms and Conditions that are a constituent part thereof, the parties agree to make a good faith effort to resolve the dispute to mutual agreement. In the event that the dispute arising from the provisions of the Accommodation Services Agreement, and therefore from the provisions of these General Terms and Conditions, cannot be settled through mutual agreement, the parties agree that the dispute shall fall under the jurisdiction of the court in Makarska and Croatian law.