

ŠTACIJA &

HOTEL · BAR · RESTAURANT

GENERAL TERMS AND CONDITIONS OF HOTEL ŠTACIJA

Owned in its entirety by Biranj d.o.o.

ACCEPTANCE OF GENERAL TERMS AND CONDITIONS.

General terms and conditions of hotel Štacija are integral part of the reservation of accommodation units and the usage of all services within the hotel. All terms stated in the general conditions are legally binding for both parties – service user and the hotel as the service provider. By accepting the reservation, the customer agrees to the general terms and conditions of hotel Štacija.

SERVICES

Hotel Štacija is located in Kaštel Lukšić, Šetalište Miljenka i Dobrile 34.

The scope of services within Hotel Štacija, owned by Biranj d.o.o. includes accommodation and hospitality services, event organization, consulting and organization of auxiliary activities, all by the services for which the company is registered. Scope of operations of Hotel Štacija is susceptible to laws and regulations of the Republic of Croatia.

HOTEL CATEGORIZATION

Štacija is categorized by the accredited bodies of the Ministry of Tourism of Croatia as a 3-star hotel in accordance with valid Croatian legislation.

RESERVATION AND PAYMENT METHODS

Reservation enquiries or reservation of accommodation is possible via contact form available on the official website, official email addresses and through partner agencies and OTA (Online Travel Agencies).

A confirmed direct reservation is any reservation where minimum of 20% deposit of the total amount has been paid, all by the original offer which is used as the basis for an advance payment invoice. Deposit (20-100%) is a non-refundable insurance guaranteeing the user a reserved accommodation and represents a payment guarantee for the hotel in means of billing the reserved accommodation unit.

Along with the bank transfer, user has the option to fill out a credit card authorization form. Hotel is obliged to provide safety and to destroy all user's data, without any abuse of them.

PRICES

All prices are categorized by the types of services, all categorized by types in accordance with services rendered by the company. Accommodation prices include overnight stay for one/two persons, breakfast and the valid VAT rate. Prices vary based on the season which is clearly stated in the accommodation price list. Additional services are not included in the accommodation price and are charged separately. Prices of restaurant services are published on the website and are regularly updated to reflect any changes. Hotel Štacija reserves the right to change its prices. The hotel

is obliged to provide its accommodation services at the price which was provided, in the written form, via email. The hotel distances itself from any content published online which was not published under the domain owned by the hotel. Guests can always contact the hotel directly to verify the validity of internet content found prior to the arrival at the hotel. Some of the websites containing the services and offers of Hotel Štacija are partner agencies with clearly stated policies agreed by the hotel and the agency. Policies are stated in the individual reservations. The hotel is not responsible for any disputes that may arise from the direct communication between the partner agencies and the end user.

SOJOURN (TOURIST) TAX

In accordance with the regulations governing payment of the sojourn tax, the guest must pay the sojourn tax upon payment for his/her hotel accommodation. The amount of sojourn tax payable in Croatia is dependable of the season and destination. Children under the age of 12 are excluded from the sojourn tax, while children aged 12-18 pay a discounted rate of 50%. The sojourn tax is payable at the same time as the outstanding amount of the reservation. The amount of the sojourn tax is clearly indicated on the bill which is issued to the guest upon calculation and payment of services.

HOSPITALITY SERVICES

Breakfast is an extension of the accommodation services and it is included in the price. Users of accommodation and hospitality services are obliged to respect the area designated for the consumption of food. Café and restaurant are at the disposal for our guests in form of additional services of Hotel Štacija. The hotel does not guarantee seating in the à la carte restaurant during dinner service hence timely reservations are recommended as well as respecting the time of the dinner reservation. All hospitality services of Hotel Štacija are payable either after consumption or during check out (with obligation to sign the receipt after the consumption of the drink/meal).

MEDIATION SERVICES

Extra services in which the hotel might mediate (day trips for example), can be reserved before the arrival to the hotel, or during the stay. Hotel is not, in any given moment, responsible for availability of extra services. Hotel is obliged to mediate in organization of a trip that has been booked, and booking is considered complete once the authorized and signed confirmation paper is given. Hotel's duty is to inform the user of the service about the trip and activities the trip includes. User is then taking the responsibility of estimating the physical and general health possibilities for individual activities mediated by the hotel. Hotel is also obliged to recommend a trusted partner with whom has a successful work history. By being informed by the hotel, and with the tour provider afterwards, user of the service accepts an individual activity. It's important to mention, role and hotels duty is strictly reserving and charging the tour. Costs of any

extra services are charged at the hotel, before, during or on the end of stay, unless otherwise agreed in written form.

RESERVATION MODIFICATIONS AND CANCELLATIONS

Modifications of reservations are possible in any given moment, all according to hotel's policy. Reservation is considered modified in moment user receives a written confirmation about the modification from the hotel. Refund of paid deposit (20-100%) is not possible if a reservation is cancelled. Cancellation of the reservation (without deposit refund) is possible 7 days prior to arrival in the hotel. For every later cancellation, hotel keeps it's right to charge the total price. In case of a "no show" reservation, hotel keeps the right to charge the total price. In any circumstances, that cannot be foreseen, occur and are beyond the control of hotel Štacija, hotel has a right to cancel the reservation in any given moment. Hotel keeps it's right to cancel or modify a reservation if the reservation system misuse is assessed or made by the obvious user error. Confirmed reservation of an accommodation unit can be replaced by the hotel, with a unit of same or higher category for the price that was set prior to modification. In case of inability of accommodating the guest due to a clear error of hotel staff, hotel is obliged to provide the user with an alternative accommodation with same or higher categorization. If the alternative accommodation is of a higher price category, the difference in price is borne by the hotel. Alternative accommodation is based on categorization of the Republic of Croatia, the hotel is being fought by the difference of alternative accommodation. In case of inability of finding any available alternative, hotel keeps the right to cancel the reservation and refund the total price. Hotel is not responsible for errors resulting from user's communication with partner agencies.

SERVICE BILLING

User is obliged to pay all the services not being covered by the deposit at the checkout. Paid deposit is made, based on to the middle exchange rate on the day the offer/ pre-invoice was made and on which the payment was made. Billing of the services, and what is left to pay is charged by the middle exchange rate given by the Croatia National Bank on the day of payment. Payment is possible via cash (only in HRK) or credit card. Payment by credit card is subject to exchange differences and eventual fees of issuing banks, on which hotel has no influence.

OTHER ACCOMMODATION CONDITIONS

➤ Check in

Check in time is at 14:00h. Earlier check in is not possible. When checking in, user is obligated to give his identification card from which the data is entered into the hotel system with the consent of the user and under the obligation of the Law of the Republic of Croatia (signing the so-called registration card).

➤ Check out

Check out is obligated by 11:00. If user doesn't leave an accommodation unit at given time, hotel keeps it's right to enter the unit, move guest's luggage, and charge 50% of the price for one night. If the guest does not leave the unit until 17:00, extra night will be added to his account. It is however possible to allow a longer stay with prompt announcement, agreed price and allowance from the hotel.

➤ Failures

When inspecting the accommodation unit, guest is obligated to report any visible damage and error. Every later report will not be addressed to the previous guest, but the guest who is currently staying in the unit. Hotel keeps it's right to calculate and charge the cost of its property that is assessed to be destroyed during, and after the guest's stay at the hotel. User is obliged to respect every asset of House Order, which is clearly marked on the hotel map.

➤ Customer complaints

Any possible complaints or objections, will be taken into consideration by the hotel, if they are justified and given on the spot to the person responsible, or written into the complaints book in presence of the person responsible, who would afterward send it to the authorities.

➤ Maintenance of accommodation units

Everyday maintenance of accommodation units is hotel's duty. Housekeeping is done in the morning hours, until 14:00. User is obligated to notify the cleaning service if he doesn't want his room to be cleaned, by setting the ban mark on his door. Keeping the mark for longer than three days is not allowed, hotel is obligated to take care of its property on the regular basis. In purpose of keeping its environment safe and clean, change of towels is being done by guest's suggestions. User is able to contact the reception 24/7, and the hotel is obligated to respond to all requests with a confirmation.

SERVICE USERS' DUTIES TOWARDS THE HOTEL

The user is obliged to respect the hotel business policy, while also accepting hotel's general terms and conditions. Hotel gives the right to the to use the accommodation units with a possibility of using the extra services. It is considered a user's duty to treat both hotel staff and property with respect.

HOTEL'S DUTIES TOWARDS SERVICE USERS

Hotel Štacija is obligated to provide a contracted and confirmed reservation to its user according to the hotel standards, subject to general terms accepted by the user. Permanent care of quality of service, decent and respectful attitude towards the user by hotel staff, while also following the legal regulations is Hotel Štacija's obligation

JURISDICTION

Any dispute or disagreement between the hotel and a user will try to be resolved by agreement. In case of inability to find a resolution for a dispute or disagreement, the Court in Split is considered competent.

LOSS OF OR DAMAGE TO GUESTS' PROPERTY

Any items brought into the Hotel, its car park or grounds including valuables and audio-visual equipment, are brought in at your own risk. Hotel Štacija shall not be held responsible for the damage or loss of any property owned by the guest or anyone connected to the guest's event/stay at the Hotel, whether the items were left before, during or following the event/stay. Hotel Štacija shall not be liable, in any circumstances, for any loss or damage to vehicles you bring to the hotel or any property left in them.