



## **OPCI UVJETI POSLOVANJA KAMP BIOGRAD**

### **1.GENERAL CONDITIONS FOR MOBILE HOMES**

#### **MOBILE HOMES**

##### **Mobile homes for 5-7 persons, composed of:**

- living room with kitchen area
- two or three bedrooms, depends on the model of mobile home
- bathroom (WC, shower, wash basin)
- wooden terrace with eaves (10m<sup>2</sup>)

##### **and are equipped with:**

- TV/SAT
- air conditioner/electric heater
- refrigerator with freezing compartment 235 l
- 4 ring gas hob
- mosquito screens
- dishes
- bedding / blanket

##### **The daily price per mobile home includes following services:**

- use of electricity, consumption of water and gas
- final cleaning, excluding the kitchen and dishes, which have to be cleaned by the client and left in perfect order
- bed-sheets with weekly change
- two towels per person weekly

##### **The following general conditions apply for mobile homes:**

#### **1.1. Booking**

With booking, the guest confirms that he is familiar with the General Terms and Conditions which he fully accepts. The General Terms and Conditions are considered to be a valid document legally binding both the camp Biograd and the guest.

In accordance with the general conditions, the guest agrees to provide the Biograd campsite with all necessary information necessary for the reservation procedure.

A reservation is considered final confirmed only upon receipt of a "booking confirmation" (VOUCHER), which will be provided by Camp Biograd (hereinafter referred to as the service provider) immediately upon receipt of the down payment. The payment deadline is specified in the offer.

An application for a specific mobile home (number, location, etc.) will be considered, but without warranty. In the case of unforeseen circumstances, that is, the inability to assign a reserved mobile home, the service provider reserves the right to assign another mobile home with similar characteristics.

Minimum stay 7 days in the period 15.06.-01.09.2020. In other periods the minimum stay is 3 days.

### **1.2. Payment**

Amount of 40% of the total mobile home accommodation renting fee shall be paid by bank transfer to the service provider within the time specified in point 1.

The rest up to the full amount will be paid at the reception desk of Camp Biograd on check-in procedure. Payment can be made by cash (HRK) or by credit cards (Visa, Eurocard Mastercard, Maestro). Camp Biograd reserves the right to change the published prices. Payment is in HRK according to the price list of the reception desk.

### **1.3. Cancellation**

In case of emergency cancellation, the guest must do so in writing within 8 weeks before arrival. In case of termination, the service provider shall have the right to retain:

- 40% of the price for cancellation fee shorter than 8 weeks before arrival.

For cancellations made more than 8 weeks earlier from the date of arrival, the total amount of the booking reduced by bank charges will be refunded.

Refunds for early departure is not going to be done under any circumstances.

### **1.4. Check-in**

Check in must be on the agreed date of arrival between 15.00 and 20.00. In case of delay, we kindly ask the guest to inform the service provider. Otherwise, the mobile home will be available for another 1 day after which it can be reserved for another guest with the consequences specified in clause 3 of these conditions. For all guests staying in the mobile home, registration will be made according to the information from the documents. Upon arrival, the guest is obliged to provide the service provider with a confirmation of payment (Voucher obtained by e-mail or mail).

### **1.5. Check-out**

Check out must be done by 09.00 (from regular office working hours) on the agreed departure date. At the request of the guest, the provider may allow departure either at night or during off-hours.

### **1.6. Obligations of the guest:**

The guest is obliged to:

- have valid travel documents
- obey the house rules
- to produce the confirmation of payment (voucher received by post or e-mail)
- handle with care the mobile home with its complete inventory. Any damage caused by the guest will be charged according to the price list.

### **2.4. Obligations of service providers**

It is the duty of the camp Biograd to care for the provision of services, rights and interests of the guest, in accordance with good tourism practices.

Camp Biograd reserves the right to change the reservation in case of extraordinary circumstances that cannot be predicted, avoided or eliminated.

Camp Biograd is not responsible for damaged, destroyed or lost luggage, as well as for the theft of luggage or valuables in the accommodation unit. Lost luggage or stolen goods should be reported at the reception and the local police department.

### **1.8. Residence rules**

The entire rental amount of the mobile home must be paid before the keys are retrieved.

It is forbidden to stay more people than the allowed capacity of the mobile home stated in the offer. In this case, children are also considered adults.

Dear guests are informed that, even in their absence, the service provider's authorized staff may enter the mobile home due to repair and maintenance.

## **2. GENERAL TERMS AND CONDITIONS FOR THE CAMP PITCH**

Camp Biograd has 30 equipped campsites and offers an electricity connection, free Wi Fi, 3 sanitary blocks, laundry and dishwasher space, grill and picnic area, chemical toilet and waste water service from caravans and motor homes. We accept pets and have a separate shower area for them. Guests are free to use the campsite barbecue. There is a children's playground among the mobile homes.

Tourist tax is not included in the price.

### **The following conditions apply for camping pitches:**

#### **2.1. Booking camp pitch**

With the booking, guest confirms that he is familiar with the General Terms and Conditions which he fully accepts. The General Terms and Conditions are considered to be a valid document legally binding both the Biograd camp and the guest.

In accordance with the general conditions, the guest agrees to provide camp Biograd with all necessary information which are necessary for the reservation procedure.

A reservation is considered to be finally confirmed only upon receipt of a "booking confirmation" (VOUCHER), which will be provided by Camp Biograd (hereinafter referred to as the service provider).

#### **2.2 Price of camp pitch**

The price of accommodation includes the basic service as described in the booked unit. Special services are those not included in the price of accommodation therefore the customer pays them separately. The price of accommodation is given in **HRK**. The payment is in KUNA according to the reception's price list in kunas. Camp Biograd reserves the right to make changes to the stated prices.

If more customers than are stated on the voucher arrive at the pitch, camp Biograd has the right to deny the extra customers accommodation or to accommodate all of the customers at extra charge directly on the spot.

#### **2.3 Camp pitch customers obligations**

The customer is required:

- \*to have valid travel documents and to give them at the reception
- \*to obey customs regulation and currency exchange regulations of the country where the destination is located
- \*to obey house rules in accommodation units
- \*check out of the pitch / place is till 12 o'clock. Camp Biograd charges ½ of the daily accommodation price for departures from 12 to 18 o'clock; and daily accommodation price for departures after 18 hours
- \*check in of the pitch / place is from 14 hours on, and if they are already free even before

Should the customer not follow the above listed obligations, the customer is liable for caused damage and must cover the expenses. The customer accepts to pay for all damages caused directly to the host.

#### **2.4. Obligations of service providers**

It is the duty of the Biograd camp to care for the provision of services and for the rights and interests of the guest, in accordance with good tourism practices.

Camp Biograd reserves the right to change the reservation in case of extraordinary circumstances that cannot be predicted, avoided or eliminated.

Camp Biograd is not responsible for damaged, destroyed or lost luggage, as well as for the theft of luggage or valuables in the accommodation unit. Lost luggage or stolen goods should be reported at the reception and the local police department.

#### **COMPLAINTS**

In case that provided agreed services are not satisfactory, the customer is entitled to demand reasonable compensation by filing a written complaint. Every customer is entitled to file a complaint if the paid service is not provided. Complaint procedure: The customer is required to complain to the service provider about the inadequate service **immediately on the day of his arrival**. The customer is required to cooperate with camp Biograd representatives and the service provider in good faith in order to rectify the problem. If the customer refuses to accept the solution that is in accordance with services paid for, camp Biograd is not obliged to accept any subsequent objection.

#### **COURT JURISDICTION**

Should the customer not be satisfied with the solution to the complaint, the matter can be taken to court (Zadar Court jurisdiction).

**Kamp Biograd**, Put Solina 51, Biograd n/M

**ŠANGULIN d.o.o.**

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*C R O A T I A*