

General Terms and Conditions for Holiday Home Rental

1. Definitions

In these Terms and Conditions:

- **Owner** refers to the legal owner of the holiday home.
- **Guest** refers to the person making the reservation and all accompanying occupants.
- **Property** refers to the holiday home being rented located at Prižba 131A, 20271 Blato, Korčula, Croatia.
- **Rental Period** refers to the agreed arrival and departure dates.

2. Booking and Confirmation

A reservation becomes binding once the Owner has confirmed the booking in writing and the required deposit or full payment has been received.

The Guest making the reservation must be at least 18 years of age and is responsible for all persons staying at the Property.

3. Payment

Unless otherwise agreed:

- A deposit may be required to secure the reservation.
- The remaining balance must be paid before the arrival date as specified in the booking confirmation.
- Failure to make payments on time may result in cancellation of the reservation.

4. Security Deposit

The Owner may require a refundable security deposit to cover damages, excessive cleaning, missing items, or violations of these Terms.

The security deposit will be refunded after departure, subject to inspection of the Property.

5. Check-in and Check-out

Check-in and check-out times are specified in the booking confirmation.

Early check-in or late check-out is only possible with prior written approval from the Owner.

6. Occupancy

The maximum number of guests stated in the booking confirmation must not be exceeded.

Subletting or transferring the reservation to another party is not permitted without the Owner's written consent.

7. Use of the Property

Guests agree to:

- Treat the Property with care and respect.
- Keep the Property clean during their stay.
- Comply with all house rules provided by the Owner.
- Respect neighbors by avoiding excessive noise, especially during nighttime hours.
- Use the Property solely for holiday accommodation.

Parties, events, or commercial activities are not permitted unless expressly approved by the Owner.

8. Pets

Pets are strictly not permitted.

9. Smoking

Smoking is prohibited inside the Property.

Guests may be held responsible for any costs associated with smoke damage or odor removal.

10. Damage

The Guest must immediately report any damage, defects, or accidents occurring during the stay.

The Guest is responsible for any damage caused by themselves or members of their party beyond normal wear and tear.

11. Cancellation by the Guest

Cancellation terms are determined by the cancellation policy stated in the booking confirmation.

Any applicable refunds will be calculated according to that policy.

12. Cancellation by the Owner

The Owner reserves the right to cancel the reservation in exceptional circumstances beyond their control, including but not limited to natural disasters, safety concerns, or situations rendering the Property unavailable.

In such cases, payments already received will be refunded. The Owner shall not be liable for any additional costs or consequential damages.

13. Force Majeure

Neither party shall be liable for failure to perform their obligations where such failure results from events beyond their reasonable control, including natural disasters, war, governmental restrictions, pandemics, strikes, or utility failures.

14. Liability

Guests occupy and use the Property entirely at their own risk.

The Owner shall not be liable for:

- Loss, theft, or damage to personal belongings.
- Injury or accidents occurring during the stay, except where caused by the Owner's gross negligence or willful misconduct.
- Interruptions to utilities, internet services, or other amenities beyond the Owner's reasonable control.

15. Guest Responsibilities

Guests are responsible for:

- Supervising children at all times.
- Using appliances, swimming pools, fireplaces, and other facilities safely.
- Securing doors and windows when leaving the Property.

16. Cleaning

The Property will be cleaned after check out. Price for this is included in the rent.

17. Complaints

Any issues should be reported to the Owner as soon as reasonably possible during the stay, allowing an opportunity to resolve the matter.

18. Privacy

Personal information provided during the booking process will only be used for managing the reservation and complying with applicable legal obligations.

19. Governing Law

These Terms and Conditions shall be governed by the laws of Croatia, unless mandatory consumer protection laws provide otherwise.

20. Acceptance

By confirming the reservation, the Guest acknowledges that they have read, understood, and accepted these General Terms and Conditions.