

Rental conditions

Contracting parties:

Renter: Owner of the accommodation unit or authorized representative

Guest: Guest who rents the accommodation unit

Agency: Mediator of this contract (operates on behalf and for the account of the Renter)

Contracting parties of this contract are the Renter and the Guest.

Adria Star d.o.o. tourist agency, Fažanska cesta 84 – Valbandon, 52212 Fažana, VAT: 93277963320 (hereinftr referred to as Agency) is the mediator of this contract.

Recognition of the contract and its regulations

The Agency has the right to issue and conclude a housing contract as a representative of the Renter. The Guest declares that he has read the contract, understands its meaning, and agrees with the specifics of the terms of the contract.

Prices and terms of payment

Published prices are valid from the time of updating the data on the website www.adria-star.eu, so the applicable price at the time of booking is applied. If the facility contains several identical accommodation units with the same description and prices, in the facility's description the total number of such units will be listed, but only one of them will be described. It is not compulsory for special offers to apply to all accommodation units of the same type. Any additional services requested by the Guest (e.g. extra cleaning, phone expenses, bike hire etc.) are not included in the price and must be paid on the spot to the person in charge of the facility. The accommodation prices (UNLESS OTHERWISE SPECIFIED) include: usual consumption of electricity, heating in winter and air-condition in summer, water consumption, gas consumption (if available), final cleaning, bedding, bath towels and tourist tax. Regardless of whether the reservation has been made directly by the Guest, or through a partner agency, upon receiving confirmation of reservation the Guest/ agency has to make and advance payment of 30% within the next 5 days, thus definitely confirming the booking. The balance of the full amount has to be paid at least 28 days before arrival and commencement of the reserved service. For reservations made within 29 days before arrival, the total amount of reservation must be paid in the next 24 hours. Payment of reservations made within 29 days before arrival must be reconfirmed by written confirmation (e-mail) of the made payment. In the case of the Guest not sticking to the payment deadlines, the reservation may be cancelled.

Reservation cancellation

In the event of the Guest cancelling the reservation, the following cancellation fees will be charged:

Reservation cancellations notified till 35 days before arrival: 30% of the total reservation cost is charged.

Reservation cancellations notified between 34 and 10 days before arrival: 80% of the total reservation cost is charged.

Reservation cancellations notified till 9 days before arrival or NO SHOW: 100% of the total reservation cost is charged.

The day when the cancellation notice has been received is considered the cancellation date (if it happens to be a holiday or Sunday, it will be the next working day). In case of no-show or unannounced delayed arrival, Adria Star keeps the total reservation amount.

Reservation change

On the Guest's request the reservation may be changed in terms of change of date, accommodation unit, accommodation type or names of persons. Any change made within 35 days before using the service will be charged 100,00 kn according to the valid price list depending on the reservation changes.

Price change

When selecting our facilities, special attention is paid to service description and price calculation. However, despite this we are unable to exclude the possibility of price and service change. In the event of such changes, the Guest will be notified when booking or, at the latest, upon receiving booking confirmation. The items written on the booking confirmation are final. It is unlikely that any changes will occur after the booking confirmation, but we cannot entirely exclude not even this possibility. In the event of any significant changes occurring, the Guest has the right to cancel the reservation with no charges being made within 7 days of being notified. Payments already made will be refunded.

Maximum number of people

The accommodation units from our offer may only be accommodated by the maximum number of people listed in the description of the reserved accommodation unit posted on Adria Star's web pages. The same applies to

children, regardless of their age, with the exception of facilities allowing another child under the age of four free of charge. The Guest is asked to mention this fact while booking. It is also forbidden to place tents or caravans on the land belonging to the facility. In the event of exceeding the maximum number of people or placing a tent or caravan on the facility's land, the owner may charge a fee per extra person or remove the extra people from the estate, i.e. demand the removal of the tent or caravan. If the Guest ignores the request, everyone will be removed from the estate and no refund will be made.

Size of the facility

Our associates have personally visited each facility in our offer. With listed facility sizes it is always about external dimensions and consequently there's a possibility that the internal dimensions may be up to 15% smaller than the ones listed.

Pets, bugs and allergies

Despite thorough cleaning and maintenance of our facilities, occasionally a bug or lizard may be found who got there from their natural habitat where the house is located. The Renter cannot be held responsible for this. Although pets are not allowed in all facilities, this does not mean that there have never been any pets in the booked facilities. The Renter does not take any responsibility for the Guest's allergic reactions in certain facilities.

Noise

When selecting facilities from our offer, we always make sure we select facilities located in good, safe and quiet areas. Despite this, we cannot guarantee that there will be no noise during the Guest's stay, because we cannot affect or control things such as traffic noise, noises from nearby construction sites etc. Neither the owner nor Adria Star can be held responsible for noises coming from the facility's surroundings.

Swimming pool

In the event of the facility having a swimming pool, the Guest is obligated for safety reasons to stick to every advice of the owner or Adria Star. Using the pool is exclusively at your own risk. Children can use the pool only with an adult present. Pets are strictly forbidden to use the swimming pool.

Features of the accommodation units

In many facilities from our offer Guests have many features at their availability such as a washing machine, dishwasher, fridges, microwaves, DVD players, television sets, satellite receivers, a telephone, internet access, swimming pool etc. They can freely use these features, but Adria Star cannot be held responsible if one of these features unexpectedly stops working during the Guest's stay. This also applies to sanitary facilities and installations.

Time of arrival and departure; shortening or extending your stay

After settling the total reservation cost, the travel documents will be delivered to the Guest confirming that he/she is the legitimate user of the booked accommodation. These travel documents include a voucher, a description of the journey describing the accurate route to the accommodation and accurate information about where to collect the accommodation's keys.

The Guest is asked to pay attention to the contact numbers in order to be able to contact the accommodation's owner in the area. Upon arrival the Guest must hand in their travel and personal documents to the person giving them the house/apartment keys, who will then register the Guest with the authorities and immediately return their personal documents. The estimated time of arrival/ departure is listed in the travel documents. In the event of arrival not being possible in the mentioned term, the Guest is obligated to notify the travel agent or person in charge of the keys, with whom they will arrange when to collect the keys. In the event of the Guest wanting to extend their stay, they are asked to promptly inform their travel agent who will, if the desired period's available, gladly book them an extension of their stay.

Ensuring replacement accommodation and reservation cancellation by Adria Star

In exceptional cases due to unpredictable or unavoidable circumstances, Adria Star may give the Guest appropriate replacement accommodation of equal value and quality. Adria star is authorized to cancel the reservation before or during the period of the Guest using the accommodation, if unpredictable or unavoidable circumstances occur preventing the accommodation's usage, endangering the Guest or accommodation or lessening the service's quality to the point of it being impossible to provide the contracted service. In this case the Guest will be refunded for payments already made, lessened by the cost of already-used services. In any case Adria Star is not required to pay the Guest compensation.

Other obligations of the Guest

During their stay, it is the Guest's duty to use the accommodation owner's property and equipment with appropriate care. They must also adjust their behaviour as not to disturb the other Guests, neighbours and host. In the event of the Guest not adjusting their behaviour with the house rules even after being warned, they lose their right to the booked accommodation and must leave immediately without compensation. Any damages and deficiencies caused or discovered by the Guests must immediately be reported to the person in charge of the

keys/ the owner of the accommodation. This way damages and deficiencies will immediately be removed without lessening the quality of stay. The Guest is responsible for any damages or deficiencies they've caused if they cannot prove that they're not responsible. The same applies if the accommodation unit, due to damages, dirt or missing equipment cannot be submitted to the next Guest for them to use. The owner will charge the Guest on the spot for any damages or deficiencies.

Complaints and compensation claims

Adria Star is the contractor between the Renter and the Guest and is solely responsible for the duties and responsibilities of the mediator, provided that the damage is caused intentionally or by negligence. Demands for the fee for other causes are excluded.

It is the Guest's obligation to consciously handle the unit and its inventory. On the day of departure, the accommodation unit must be in the same condition as it was when the Guest arrived. In the event of the accommodation's condition differing from its condition when booked, the Guest must immediately notify the person in charge of the keys. If visible irregularities are not reported immediately after arriving, it will be thought that the unit was handed over in proper condition. If any irregularities occur during the Guest's stay, it is their obligation to act in the same way.

The Renter is obliged to do everything in his power to remove the deficiencies and satisfy the guest immediately. The Renter may also consult the Agency regarding finding the solutions for the complaint. For complaints made by the Guest during his stay, the Agency will transfer the same to the Renter and will consult with the Renter and the Guest in order to solve the situation within 30 days in the best way possible for both the Renter and the Guest. The Renter bears responsibility for eventual fees of the Guest. If after 30 days from the complaint no agreement is reached, a further complaint procedure will be taken over by the Renter and will be solved directly with the Guest and the Agency assumes no responsibility for resolving the complaint.

For any damage to the devices, installations or equipment that is made available to the Guest and resulting from the use of the specified equipment, the Guest is held responsible and any damages must be determined in the presence of the Guest. The Guest is obliged to pay for eventual damage on the spot, and if he refuses to settle his obligations, the Renter will inform the police if necessary.

Travel documents

When travelling to the Republic of Croatia, the Guest must have a valid personal travel document (a passport or identification card, depending on the Guest's country of origin) not only for themselves, but for any other users of the accommodation. Furthermore, it is the Guest's duty to check whether a visa is required to enter Croatia or any countries on their way, obtain one on time, as well as respect the customs and currency regulations of the Republic of Croatia and any countries on their way.

Final regulations

Adria Star holds the right to correct errors as well as printing and billing errors.

In the case of a dispute arising out of this contract that can not be resolved by a party agreement, the jurisdiction shall be agreed upon the Renter's residence.

By booking the accommodation unit, the Guest declares that he / she has read and understood the conditions of the rental agreement and agrees with them completely.