

# General Terms and Conditions for Renting the Holiday House "Villa Atrio"

## 1. General Information

These terms and conditions govern the rental of the holiday house Villa Atrio (hereinafter referred to as the "House") between Luka Emanuel Bušljeta (hereinafter referred to as the "Owner") and the user of the services, i.e., the guest (hereinafter referred to as the "Guest").

## 2. Booking and Confirmation

The House can be booked via:

- Villa Atrio's Google Business profile
- Phone: +385 98 973 1155
- Email: [info@villa-atrion.com](mailto:info@villa-atrion.com)
- A booking is considered valid after the Guest receives a written confirmation from the Owner, which includes all rental terms, price, arrival and departure dates, and the number of people.
- A 30% advance payment of the total rental price is required after confirmation, unless otherwise agreed.

## 3. Price and Payment

- The rental price includes costs for energy, cleaning, bed linen, Wi-Fi, parking, and all fees.
- The price does not include the security deposit or services such as extended stays, equipment rentals (e.g., quad bikes, boats).
- The full rental amount must be paid no later than 30 days before arrival, unless otherwise agreed with the Owner.
- The total rental price, including any additional charges, will be clearly stated on the website or in the booking confirmation.

Payment is accepted via:

- Cash
- Bank transfer:
  - Account number/IBAN: HR6723400093113592226
  - Card holder name: Luka Emanuel Bušljeta
  - SWIFT/BIC: PBZGHR2X

## 4. Deposit

- The Guest is required to pay a security deposit of €500 upon arrival.
- The deposit will be refunded in full unless damages to the House or its equipment occur during the stay.
- The Owner reserves the right to retain the deposit or a portion thereof in case of property damage, excessive cleaning, or failure to comply with house rules.

## 5. Check-in and Check-out

- **Check-in time:** from 4:00 PM on the first day of rental.
- **Check-out time:** by 10:00 AM on the last day of rental.

Alternative times can be arranged in agreement with the Owner.

## **6. Cancellation Policy**

- Cancellations must be made in writing (via email or letter) to the Owner.

Cancellation terms:

- Cancellations made 365–30 days before arrival: 30% of the booking amount is charged.
- Cancellations made within 30–0 days before arrival: 100% of the booking amount is charged.
- Guests have a 48-hour window from the time of payment to cancel their reservation for a full refund.
- In the case of a no-show, the full rental amount is retained.
- The Owner reserves the right to cancel the booking due to force majeure (e.g., natural disasters, irreparable damages).

## **7. House Rules**

- The Guest agrees to comply with the house rules, including but not limited to:
- Maintaining peace and quiet during the night from 11:00 PM to 7:00 AM.
- No smoking inside the property.
- Pets are not allowed without prior agreement with the Owner.
- Keeping the House and its surroundings tidy.

## **8. Responsibility and Damages**

- The Guest is responsible for any damages caused during their stay at the House.
- In the event of property damage, the Guest must notify the Owner as soon as possible and compensate for the damages.
- Any damage or breakage discovered during the inspection will be deducted from the security deposit or insurance. If damages exceed the deposit or insurance coverage, the Guest will bear additional costs. By accepting these terms, the Guest agrees to take full responsibility for any damage or breakage during their stay.
- The Owner is not responsible for the loss of personal belongings during the Guest's stay.

## **9. Number of People and Guests**

- The House is intended for 6+2 persons. The Guest agrees not to exceed the agreed number of occupants without prior consent from the Owner.
- Additional guests, visitors, or pets must be pre-approved.

## **10. Owner's Rights**

- The Owner reserves the right to visit the House with prior notice for inspection, repairs, or maintenance.
- The Owner has the right to terminate the rental without refund if the Guest violates the rental terms, endangers safety, or disturbs other guests.

#### **11. Insurance**

- The Guest may independently obtain additional accident insurance at their own expense.
- The Owner is not liable for any accidents, injuries, or damages that may occur during the stay.

#### **12. Privacy and Data Protection**

- The Owner is committed to protecting the Guest's personal data in accordance with applicable privacy laws (GDPR).
- Personal data will be used solely for booking purposes and communication.

#### **13. Dispute Resolution**

- In case of disagreements or disputes, both parties will strive to resolve the matter amicably.
- If this is not possible, the competent court in Zadar will resolve any disputes.

#### **14. Acceptance of Terms**

- By booking and staying in the House, the Guest explicitly accepts these terms and conditions.