

# General terms and conditions

10.09.2009

## General

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BaskaNet supports the proper placement of the apartments between the customers and the local agency in Baska. BaskaNet acts at the time of the contract in the name of the local agencies in Baska. A contractual relation comes off only between these local agencies and the customer.

## Inquiry - Booking

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Inquiries and bookings of accommodation are done electronically by email. The deposit (about 15 % of the accommodation price) shall be paid upon receipt of the booking confirmation.

With deposit payment the customer confirms that he/she is aware of the General terms and accepts these terms. The final booking confirmation and other necessary data will be sent from us by email as soon as we receive the deposit payment. The content of the booking confirmation is to be checked immediately by the customer. By the arrival in Baska this booking confirmation has to be submitted to the local agency. The rest of the payment takes place locally in the tourist agency in Baska. Credit cards are not accepted. In case of a premature departure, the remaining amount is to be paid for the not used part of the booking period.

## Cancellation

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The cancellation of the confirmed reservation are done electronically by email. The cancellation charges depend on the date of receiving the cancellation notification.

30 days or more prior to the beginning date of the service: The customer pays 100% of the deposit payment

Less than 30 days prior to the beginning date of the service or if the customer does not arrive: The customer pays 100% of the deposit payment + a fee of 35 EUR

The reservation will be cancelled if the customer does not arrive on the beginning date of the service and did not previously inform the local agency or BaskaNet.

## Customer's right to change

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The customer changes can be done electronically by email and will be made free of charge. Changes can refer to the number of people or the names of the customer. If a change is not possible (e.g. the apartment is too small for the desired number of persons) and the customer gives up the confirmed reservation, the cancellation terms apply. In case of rebooking regarding the object and/or reservation period BaskaNet is authorised to bill a rebooking fee of 20 EUR.

## BaskaNet's right to change

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BaskaNet reserves the right to change a confirmed reservation in case of circumstances caused by conditions beyond its control (that cannot be predicted and avoided). Booked apartments can be substituted only by an apartment of the same or higher category. BaskaNet reserves the right to cancel the reservation upon prior customer notification in case where substitute apartment is not available and guarantees a full

refund of the deposit payment. If BaskaNet cancels a reservation, the customer is not entitled to compensation from the BaskaNet.

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## **Prices**

The accommodation price includes rent, electricity, water, bedding, towels, air condition (if available), final cleaning and local resident tax. For a few apartments the local resident tax, air condition and final cleaning are not included in price. The local resident tax in Baska amounts for adults 1 EUR per person per day, for adolescents from the age of 12 to 18 years amounts 0,50 EUR per day and the children under the age of 12 are exempted from paying the local resident tax.

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## **Categorization of the apartments**

All offered apartments are categorized with three stars from the Croatian Ministry of Tourism. The most of them are equipped with air conditioning system and SAT TV and belong to the best in their class.

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## **Arrival and departure time**

The customer can get the key starting up from 3 p.m. till 8 p.m. on the day of arrival. The customer is obliged to leave the apartment till 10 a.m. on the day of departure. If the customer cannot arrive until 8 p.m. he/she shall give notice to the local agency in order to get the mobile-phone number of employees of the local agency.

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## **Complaints**

If there are any complaints, the customer is required to complain inadequate service immediately to the local agency in Baska.

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## **Damages**

The customer is responsible for the apartment and the damages, which may occur during his/her stay. Possible damages, which arose during the stay, have to be communicated as soon as possible to the local agency.

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## **Customer obligations**

The customer is obligated to have a valid travel documents and to give the document which confirms deposit payment (received by e-mail) to the local agency in Baska. Only the customer is responsible to comply with passport-, health-, visa-regulations.

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## **Luggage**

BaskaNet is not responsible for damaged, destroyed or lost luggage. BaskaNet is not responsible for stolen property or valuables kept in the accommodation unit. Stolen goods should be immediately reported to the local tourist agency and to the local police department.

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## **Insurance**

There are no insurance policies included in the travel price.