

## TERMS AND CONDITIONS

### Camping Village Šimuni 2023

Camping Village Šimuni reserves the right to change prices at any time depending on capacity availability and demand. The price offered is informative until the moment of making the reservation.

The reservation is only confirmed once the deposit has been received, within the expected period of two (2) days from the receipt of the offer. After the expiration of two (2) days, the Campsite reserves the right to cancel the offer and reservation.

The requested deposit is 30 percent of the total amount of the offer. In the event that 30 percent of the total price of the offer is less than EUR 50.00, the minimum deposit is EUR 50.00.

The final invoice will be reduced by the amount of the deposit. The final calculation of services is done at the campsite reception before departure.

The reservation can be changed or cancelled only in accordance with the Terms and conditions for changing or cancelling a reservation. It is possible to cancel or change the reservation only by email. Telephone request will not be accepted.

#### **Terms and conditions for changing a reservation:**

The reservation can be changed up to 30 days before the arrival date. This refers to one (1) reservation change within the current year.

The campsite reserves the right to charge the full amount of the reservation in case of unannounced arrival one (1) or more days from the period reserved.

It is possible to transfer the entire deposit to the next business year if the reservation is cancelled up to 30 days before the arrival date. By cancelling the reservations 29 days or less prior to arrival, guests lose the right to transfer the deposit to the following year.

The transferred deposit from a cancelled reservation from the current business year can only be used within one subsequent business year, and the cancellation terms no longer apply. If no new reservation is made or the new reservation confirmed by a transferred/deferred deposit in the following year is cancelled, the right to a subsequent refund of the transferred/deferred deposit is no longer applicable.

#### **Terms and conditions for cancelling a reservation:**

If the guest does not announce the cancellation of the reservation in accordance with the cancellation terms, the campsite retains the full amount of the deposit.

The minimum amount retained by the campsite is EUR 50.00, if the requested deposit is less than EUR 100.00.

No matter how many days before the arrival the reservation was made, if the guest cancels the reservation regardless of the reason for the cancellation:

- 0-30 days before arrival - the campsite retains the full amount of the deposit,
- 30-45 days before arrival - the campsite retains 75 percent of the deposit, while the remaining 25 percent of the deposit is returned to the guest to the account from which the deposit was paid,
- more than 45 days before arrival - the campsite retains 50 percent of the deposit,
- upon arrival at the campsite - the campsite reserves the right to charge the entire reserved period and keep the deposit. Regardless of the reason for early departure, the full amount of the period reserved will be charged.

In order for the refund to be possible, the guest is obliged to fill in the bank account details from which the deposit came:

1. FULL NAME OF THE PAYER
2. HOME ADDRESS OF THE PAYER
3. IBAN FROM WHICH THE PAYMENT WAS MADE
4. SWIFT/BIC
5. BANK NAME
6. BANK ADDRESS

Camping Village Šimuni reserves the right to refuse, cancel or modify a reservation in case there has been misuse of the reservation system or if the reservation has been an obvious mistake made by the user.

The reservation agent is responsible for assigning the number of the accommodation unit. The number will not be known to the guest until arriving at the campsite. Requests will be attempted to be met but are not guaranteed.

**The reservation of a specific number** is possible only for guests who have already stayed at the campsite and are familiar with the accommodation units that match their preferences, according to availability.

The reservation of a specific number is available for a one-time fee of EUR 100.00 whereby subsequent changes to the reservation or the reserved number are not possible, and the full amount of fixed reserved period is charged.

If the desired number of the accommodation unit is not available, the reservation is treated in accordance with the rule for assigning the unit without specifying the number by the agent. The agent cannot send the list of available accommodation units to the guests.

An additional fee is paid for accommodation units located first line from the sea.

## PITCHES

- **Your pitch will be available for check-in from 14:00 on your arrival day.**
- In case of unannounced late arrival, the reserved accommodation unit will be reserved until 18:00 the next day. After that, the Campsite reserves the right to make the accommodation available for reservation again.
- **The pitch must be vacated by 10:00 on the day of the departure.**
- The campsite reserves the right to charge additional costs for late check-outs.

## MOBILE HOMES/BUNGALOWS

- **Your mobile home/bungalow will be available for check-in from 17:00 on your arrival day.**
- In case of unannounced late arrival, the reserved accommodation unit will be reserved until 18:00 the next day. After that, the Campsite reserves the right to make the accommodation available for reservation again.
- **The mobile home/bungalow must be vacated by 09:00 on the day of the departure.**
- The campsite reserves the right to charge additional costs for late check-outs.

By confirming a reservation, the guest also confirms acceptance of these terms and conditions. Guests cannot file complaints based on not reading the terms and conditions. For any additional information, please contact our reservation centre: [info@camping-simuni.hr](mailto:info@camping-simuni.hr)

Camping Village Šimuni wishes you a pleasant stay.

