

GENERAL TERMS AND CONDITIONS

Nautički centar Trogir d.o.o., Maksimirska 282, Zagreb, business unit Seget Donji, Konacvine 15, OIB: 07388469760 is a company which provides accommodation service of apartments and rooms (here in after referred to as: APARTMENTS BAOTIĆ) within the scope of the registered activity.

CHECK IN AND CHECK OUT

Check-in: 15:00 – 22:00 pm (earlier or later check-in has to be announced at least three days prior to arrival)

Check-out: 08:00 – 10:00 am (earlier check-out has to be announced at least one day before departure)

Reservation and check-in on the reception can only be done by person older than 18 years.

Receptions working hours: daily 08:00 – 22:00 (01.10. - 31.05. 08:00-20:00)

ACCOMMODATION RESERVATION

All inquiries to APARTMENTS BAOTIĆ will be send to the following e-mail: apartments@marinabaotic.com. APARTMENTS BAOTIĆ will send the confirmation of the availability latest on the next working day after receiving the inquiry.

After confirming the availability of accommodation, the guest must pay 50% of the total price for the accommodation as a down payment. The rest payment (50% of the total price) must be done at least 30 days prior arrival. APARTMENTS BAOTIĆ will then issue a booking confirmation. In case of a last minute reservation the guest is obliged to pay in total amount of the accommodation amount immediately while making the reservation whereupon APARTMENTS BAOTIĆ will issue a booking confirmation.

PAYMENT

Accommodation price is listed in the official APARTMENTS BAOTIĆ pricelist.

The following credit cards are accepted:

- Diners Club
- MasterCard
- VISA
- Maestro
- Maestro Plus

Payment is made in EURO (EUR). Prices include 13% VAT.

TOURIST TAX

Tourist tax is not included in the price and will be charged according to the Tourist tax law, article 15.

| tourist tax in EUR per person and night | |
|--|--------------------|
| for period | |
| I. 01.04. – 30.09. | II. rest period |
| 1,40 | 1,00 |

For the tourist board registration purposes guest is obliged to show his personal document (personal ID or passport).

CANCELLATION POLICY

- 100% refund for cancellation 30 days and more prior to arrival
- 0% refund for cancellation within 30 days prior to arrival

If guest or agency do not pay in remaining amount of the total accommodation price 30 days before arrival, the reservation will be considered as cancelled.

If guests do not arrive until 24.00 pm on arrival reservation date the reservation will be considered as cancelled.

DISCOUNTS (PERIOD 01.06. – 30.09.)

10% discount for user of Loyalty Card NCT d.o.o.

10% discount on direct booking

15% discount for reservations of 7 days or more

The total discount, including agency discount may not exceed 25%.

DISCOUNTS (PERIOD 01.10.-31.05.)

15% discount for user of Loyalty Card NCT d.o.o.

15% discount on direct booking

The total discount, including agency discount may not exceed 25%.

MAINTENANCE AND ARRANGEMENT

Guests are responsible for the maintenance and arrangement of the accommodation during their entire stay. Basic cleaning is available every day from 7:30 am – 14:00 pm. Guests are asked to arrange specific times for the cleaning service with the reception. It is strictly forbidden to throw any waste in the toilets, sinks or any other places that are not meant to be used as waste disposals. In case of excessively soiling APARTMENTS BAOTIĆ reserve the right to charge extra costs for the cleaning in the amount of 60,00 EUR.

INVENTORY

The inventory list of the apartment / room is located in accommodation unit. The guest has the right to inform the leaser of any deviations within 12 hours of taking over the apartment / room. After this time, the apartment / room is considered to have been taken over with the equipment from the list.

PARKING

One parking space/ room is available free of charge. The rate for an additional parking space is 10 EUR per vehicle per day.

EQUIPMENT

All apartments and rooms are equipped with free Wi-Fi, floor heating, Key-Card system, air condition, telephone, smart TV, safe, electric kettle, hairdryer and coffee machine.

Extra bed for small children up to three years is available free of charge.

PETS

Pets are allowed with an extra charge of 20 EUR per pet per day.

SMOKING IS NOT ALLOWED

Smoking is strictly forbidden in all apartments or rooms. Smoking is only allowed on the balcony.

It is prohibited to serve or allow persons under age 18 to consume alcohol drinks in all apartments or rooms.

In the case of a breach APARTMENTS BAOTIĆ reserve the right to charge an additional fee of 100 EUR.

ADDITIONAL SERVICES

Guests of APARTMENTS BAOTIĆ are allowed to utilise services from Marina BaotiĆ. This includes rent a car, taxi, transfer, restaurant, pizzeria, laundry room, cocktail bar, coffee bar, minimarket, exchange office, gas station, gym etc.

All apartments and rooms are on the first floor. Outdoor pool and gym are free of charge at disposal to all Apartments BaotiĆ guests. All additional services are used at your own risk.

Breakfast, lunch and dinner are charged extra. (Prices are written in official pricelist)

HOUSE RULES

Night sleep is from 23:00 pm to 07:00 am. In this period, it is not allowed to make any noise which disturb other guests.

During their stay in the APARTMENTS BAOTIĆ, guests are obligated to adhere to the house rules.

Apartments, rooms and parking spaces are under video surveillance and secures by an alarm system.

Complaints book can be found on the reception desk.

Pricelist is valid from 01.01.2024.

RIGHT TO UNILATERALLY TERMINATE THE CONTRACT

In accordance with Article 45 of the Consumer Protection Act, the guest has the right, without stating a reason, to unilaterally terminate the contract within 14 days from the date of concluding the contract. However, pursuant to Article 86, the right to unilateral termination does not apply to contracts for the provision of accommodation services for a specific date or period.

Since APARTMENTS BAOTIĆ provides accommodation services for a pre-defined date, the guest does not have the right to unilateral termination within 14 days.

Cancellation of a reservation is regulated by the rules set out in the "Rules in case of reservation cancellation" section of these General Terms and Conditions.

COMPLAINTS AND CLAIMS

The guest has the right to submit a written complaint in accordance with Article 10 of the Consumer Protection Act.

A complaint may be submitted:

in person at the reception,

by mail to the following address: Nautički center Trogir d.o.o., Konacvine 15, Seget Donji,

or by e-mail to: apartments@marinabaotic.com

We will respond to the submitted complaint no later than 15 days from the date of receipt.

REFUND POLICY

In case of an approved complaint or claim, the refund will be made using the same payment method that was used for the original transaction, unless the guest explicitly requests otherwise.

STATEMENT ON THE USE OF MONRI WSPay

Nautički center Trogir d.o.o. uses Monri WSPay for online payments.

Monri WSPay is a secure system for online payments, real-time payments, credit and debit card transactions, and other payment methods.

Monri WSPay ensures safe entry and transfer of card data for both the customer and the merchant, as confirmed by the PCI DSS certificate held by Monri WSPay.

Monri WSPay uses a 256-bit SSL certificate and TLS 1.2 cryptographic protocol as the highest level of protection for data entry and transmission.