

## **GENERAL TERMS AND CONDITIONS OF ACCOMMODATION RESERVATION**

### **INTRODUCTION**

1. REMINGTON REALTY d.o.o. (hereinafter: REMINGTON) is an intermediary that connects the Owner of the property with whom REMINGTON has concluded an Agreement on mediation of accommodation services and the Guest who intends to make a reservation for the accommodation of the Owners property. By booking the property via the REMINGTON website, the Guest accepts these General Terms and Conditions for booking the property and all rights and obligations arising from them.

### **ELECTRONIC COMMUNICATION**

2. Communication between the Guest and REMINGTON will take place electronically. By sending an inquiry or booking the property, the Guest gives consent to electronic communication. REMINGTON will communicate with the Guest exclusively by e-mail or by posting a notice on the REMINGTON website. The guest agrees that all contracts, notices, announcements and other forms of communication sent by REMINGTON electronically meet all legal requirements for such communication to be in writing.

### **RESERVATION AND PRICE**

3.1. Only an adult can book a property via the REMINGTON website in their own name and for their own account. After booking a property, the Guest will receive an e-mail confirmation of the reservation with information about the property, the time of reservation and instructions on how to pick up and return the keys of the property. If the Guest has booked the property for himself and several persons and subsequently determines that he will not stay in that property, he is obliged to immediately inform REMINGTON and designate another person as the holder of the reservation. In this case, REMINGTON will repurpose the existing reservation in favor of the new reservation holder. If the Guest does not appoint a new holder, it will be considered that he has canceled the reservation and the provisions of the General Terms and Conditions of the reservation related to the cancellation of the reservation will be applied accordingly.

3.2. The price of the object is expressed in euros on a weekly basis. The price includes all possible taxes related to the reservation of the facility as well as the cost of water, gas, electricity and internet, bed linen, towels, kitchen towels, final interior cleaning, pool and outdoor maintenance, residence registration and sojourn tax. The reservation of the property is immediately binding. When booking, the Guest pays an advance payment in the amount of 30% of the total price to the account of REMINGTON, on which REMINGTON will issue a Guest payment confirmation together with the booking confirmation. The remaining amount of the price which will be delivered to the Guest in the booking confirmation, the Guest pays to the account of the Owner of the property no later than 30 days before the start of the reservation. In the event that the Guest unjustifiably does not pay the remaining price to the Owner, he is not entitled to a refund of the advance payment. Once the Guest has booked the property, the price of the property cannot be changed except for changes based on the change in the exchange rate, which the difference in price is borne by the Guest. The allowed method of payment is bank transfer. The guest is responsible for all costs of the bank transaction.

3.3. If the Guest reserves the facility within 30 days before the start of the stay, the Guest will be obliged to pay the Owner the remaining amount of the price of the facility within 3 days of receiving the booking confirmation.

#### **PROPERTY DATA**

4. Information about the property can be found on the REMINGTON website. By booking the property, the Guest has the right to use a specific area of the property and the associated environment and / or other facilities (such as a parking space, swimming pool, barbecue, etc.). The guest is not authorized to use a larger area than that stated in the offer and cannot use the property in a way that restricts other guests from using the facilities they have booked. If the Guest must share the contents of the facility with other guests, the same will be indicated in the offer.

#### **NUMBER OF PEOPLE IN THE ACCOMODATION**

5.1. Only as many people as written in the offer can stay in the house. If more than the maximum number of people stays in the house or the Guest sets up tents or parks camping houses or similar on the land belonging to the property, REMINGTON and / or the Owner have the right to request that the surplus people leave the property. If the guests do not act in accordance with the above, it will be considered that the reservation has been canceled and they will be obliged to leave the property. In that case, the Guest to whom the reservation reads is liable for damages to REMINTGON and the Owner and is not entitled to a refund of the paid reservation of the property.

5.2. The offer will state whether and how many pets can stay in the house. Pet owners are responsible for cleaning the feces behind their pet and pets are not allowed on the furniture at any time. Keeping pets in the house is the sole responsibility of the Guest, and neither the Owner nor REMINGTON assumes any responsibility for any illness or injury that pets may suffer during their stay. If the Guest brings a pet to the house that was not allowed or brings a larger number than that provided in the offer, it will be considered that the reservation has been canceled and the Guest and pets will be obliged to leave the property. In that case, the Guest to whom the reservation reads is liable for damages to REMINTGON and the Owner and is not entitled to a refund of the paid reservation of the property.

#### **HOUSE RULES**

6.1. Each house has its own house rules that are displayed in a visible place. The Guest undertakes to follow the house rules. If guests do not follow the house rules, it will be considered that the reservation has been canceled and they will be obliged to leave the property. The Guest to whom the reservation reads is liable for damages to REMINTGON and the Owner and is not entitled to a refund of the paid reservation of the property.

6.2. If the house does not have house rules displayed in a visible place, the Guest is obliged in any case to behave carefully on the property and in a way that will not cause any damage to the house and the reputation of the Owner and REMINGTON. In the event that the Guest disturbs public order and peace with noise and clamor, the Owner will warn the Guest about it. If the Guest continues with behavior that endangers the house and property and which disturbs public order and peace and thus damages the reputation of the Owner and REMINGTON, the Guest will be obliged to leave the property at the request of the Owner. In that case, it will be considered that the Guest has canceled the reservation and the provisions of the General Terms and Conditions of accommodation reservation of the property related to the cancellation of the reservation will be applied accordingly.

## **RESPONSIBILITY FOR THE DAMAGE TO THE GUEST**

7. The guest uses the facility at his own risk. The guest uses the additional content from the offer at his own risk. REMINGTON is not liable to the Guest for damages incurred during the use of the property and additional amenities. REMINGTON is not responsible for any allergic reactions caused by, for example, previous keeping of pets in the house, house dust, pollen, disinfectants and cleaners, chlorine from the pool, etc. In any case, to avoid potential allergic reactions, the Guest is obliged to inform the Owner of the property in advance for the allergies in order to reduce the possibility of their occurrence.

## **CHECK-IN AND CHECK-OUT**

8.1. The Guest is obliged to announce the exact time of arrival to the property Owner via e-mail. The guest cannot pick up the keys of the property before 16:00 on the first day of booking. The Guest is obliged to leave the property on the last day of booking and hand over the keys to the Owner or a person authorized by him no later than 10:00 am otherwise the Guest will be considered to have extended the stay for another day and will be obliged to pay the price for that day.

8.2. Pursuant to the law of the Republic of Croatia, the Guest undertakes to present the Owner of the property with a valid identity document, which contains personal data and which will be used for the purpose of registration in the Croatian National Tourist Board. This data will not be used for any other purposes. A Guest who does not want to provide any type of valid identity document for a legally binding tourist registration may be denied access to the property, without the possibility of a refund of the price paid.

## **DEFICIENCIES OF THE FACILITY**

9. The Guest is obliged to inspect the property immediately upon the arrival and to inform REMINGTON and the Owner of the property about any defects in order to eliminate them. In any case, the Guest can present his complaints after the specified deadline to the e-mail of REMINGTON, in order to improve the quality of service.

## **DEPOSIT**

10. The Guest is obliged to leave a deposit in the amount that will be defined in the booking confirmation when taking over the keys. The deposit will be refunded upon check-out from the property if the Guest did not cause any damage. The term damage includes any damages, accidental damages or similar damages caused by the negligence of the Guest, loss of goods, additional cleaning, or outstanding bills that may have occurred during the stay of the Guest. The Owner or a person authorized by him will inspect the property immediately after returning the keys, in order to identify any defects. If the Owner or a person authorized by him determines that the Guest has caused damage to the property, he will keep the received deposit. If the damage is many times greater than the received deposit, the Guest is obliged to compensate the damage up to the full amount.

## **BOOKING CANCELLATION**

11.1. If the Guest cancels the reservation before the due date for payment of the remaining price, he loses the right to a refund of the advance payment.

11.2. If the Guest cancels the reservation after paying the rest of the price, he loses the right to a refund of the advance payment and the rest of the paid price.

11.3. If the Guest cancels the reservation after the due date for payment of the remaining price, and before the remaining amount of the price is actually paid, he loses the right to a refund of the advance payment and will also be obliged to pay the Owner the remaining amount of the price.

### **RESPONSIBILITY FOR THE ACCURACY OF THE INFORMATION**

12. REMINGTON is not responsible for errors in photographs or written materials. All information on the website is stated as accurately as possible. Because the properties are privately owned, the information provided is subject to change, and REMINGTON is not responsible for such changes.

### **FINAL REGULATIONS**

13. In the context of the legislative framework on personal data protection, the head of data processing is REMINGTON. All inquiries regarding the protection of personal data can be sent to the following e-mail address: [office@remingtonchristiesre.hr](mailto:office@remingtonchristiesre.hr). REMINGTON processes personal data provided by the Guest in connection with its reservation because this processing is necessary for the conclusion of the reservation and fulfillment of obligations, as well as for the fulfillment of legal obligations to which REMINGTON is bound. REMINGTON also processes the personal data of the Guest provided in connection with its reservation in order for REMINGTON to subsequently contact the Guest and send quality offers. The guest has the right to receive information about personal data recorded by REMINGTON, as well as their copy, correct inaccurate data, obtain deletion of personal data if they are no longer needed to fulfill the purpose for which they were collected or if processing is illegal, and also request that REMINGTON limits processing personal data.