

# *Terms and conditions*

## **1. BOOKINGS**

Inquiries and reservations are accepted via our web site, by mail, e-mail, mobile phone or in person at the hotel reception. When booking through this website, the user confirms acceptance of these General Terms in its entirety. Everything stated hereafter becomes legally binding, both for the customer and for hotel Bellevue. When booking, the customer is required to give all the information. To make the reservation considered valid user must guarantee booking by a valid credit card. Credit card is used only as a guarantee; the payment is made upon arrival at the reception, by credit card or cash. Facility reserves the right to pre-authorize a credit card for the full price of your whole stay. Your personal data, as well as information about your credit card, are fully protected. Data transmission takes place via a secure server. Check-in time is from 14:00 and check-out by 11:00 hours. All bookings made via the Internet reservation system are considered valid only upon confirmation of reservation by the central sales office of hotel Bellevue. Notification / confirmation of the reservation must be presented at check-in. The reservation can be confirmed online or by e-mail. All services are charged at the hotel reception before departure.

## **2. THE SECURITY OF ONLINE PAYMENTS**

Hotel Bellevue uses MONRI for online payments. Monri is a secure system for online payments, real time credit and debit card payments and other payment methods. Monri ensures the buyer and the merchant with the secure card data entry and transfer.

## **TOURIST TAX**

In accordance with the regulations governing the payment of tax, the customer is required to pay the tourist's residence tax when paying for their accommodation. The Tourist tax in the Republic of Croatia varies from destination to destination, to which you are travelling. Children under 12 years are not paying while children between 12 and 18 years have a 50% discount. The amount must be paid upon payment of the cost. The amount of paid tax is clearly specified on the invoice issued to the user upon calculation and payment of services. The amount of tourist tax is determined by decision of Croatian Government.

## **4. CANCELLATION POLICY AND NO SHOWS**

Cancellations received up to 7 days prior to arrival: no charges will apply.

Cancellations received within 6 days prior to arrival: 100% of the total stay will be charged.

No show, early departure, or reduction of stay: 100% of the total stay will be charged.

In case of advance purchase rate:

Full advance payment with nonrefundable policy at the time of booking. Full amount of the reservation will be charged on your credit card shortly after the booking is confirmed. Reservation cannot be cancelled or modified. Credit card will be charged for the full amount in Euros. All prices include VAT and breakfast. City tax is not included.

## **5. FACILITY CATEGORIZATION**

The authorized bodies of the Ministry of Tourism, in accordance with applicable legislation categorize facility and accommodation of Hotel Bellevue.

## **6. GUESTS DUTIES AND OBLIGATIONS**

The guest is obliged to supply and carry all personal documents necessary for arrival and departure to the hotel Bellevue. The client is required to abide by the rules and regulations prescribed by hotel Bellevue. The client is required prior to arrival to check the visa regime between the Croatian and the country of origin, and check whether it is required any additional travel document for his entry and stay in the Republic of Croatia.

## **7. DAMAGE**

Hotel Bellevue reserves the right, and client hereby authorize the Company to charge given credit or debit card for any damages incurred to client room or to the property during client stay or for any items that are missing from room after client check out.

## **8. THE RIGHT OF OBJECTION**

### **NOTICE ON FILING A WRITTEN COMPLAINT**

Pursuant to Article 10, paragraph 1, item 10 of the Hospitality Industry Act (Official Gazette Nos. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21, 152/24), and pursuant to Article 10 of the Consumer Protection Act (Official Gazette Nos. 19/22, 59/23), we inform our guests (consumers) that a complaint regarding the quality of our services may be submitted at the reception desk of the Hotel, where a written confirmation of receipt will be provided without delay.

Alternatively, a written complaint may be sent by post to the following address:

**Hotel Bellevue (Riva sunca d.o.o.)**

**Obala hrvatske mornarice 1**

**22 000 ŠIBENIK**

Or through electronic address, on e-mail: [sales@bellevuehotel.hr](mailto:sales@bellevuehotel.hr)

We will provide a written response to the consumer's complaint within 15 days from the date of receipt of the complaint and will maintain and keep a record of guest complaints for one year from the date of receipt of the written complaint.

## **9. JURISDICTION**

Any disagreements should be settled in a satisfactory manner for both parties, and if a solution cannot be reached, territorially competent court will be accepted.