



TERMS OF RESERVATION

Dear Guests,

Thank you for contacting us as Your holiday designer. In following you will find terms of reservation:

- Reservations can be made only by mail or fax (written form)
- Upon inquiry you need to tell us exact dates of your arrival and your departure
- We will deliver you a offer for total amount of your stay in mobile home in Camping Village Zrmanja with a list of the charged services
- The total amount will consists the reservation cost in amount of 25.00 € and the cost of the mobile home in Camping Village Zrmanja for the period you made the reservation. The offer will contain the price for the booked mobile home, tourist tax, registration, final cleaning. All other services that are not in the offer and will be consumed during your stay you will pay at the reception of Camping Village Zrmanja (for example: breakfast, dinner, excursions, pets,)
- For confirmation of the reservation you need to pay 100% by better offer, or 30% of the offer without the discount we sent you. The rest of total amount you need to pay 21 day prior to your arrival.
- The amount should be paid in favor of the account held by RIVA RAFTING CENTAR d.o.o., Kruševo, Drage 7a, 23450 Obrovac – Croatia, VAT number: 07465455406 written in the offer, or with a credit card. Upon receipt of written confirmation from our bank; Riva Rafting Centar d.o.o. will send you a confirmation of the payment and confirmation of the reservation.
- Any extra services should be announced at arrival at the camp reception, and will be charged according to the valid price list in Croatian currency (HRK) on the reception of the Camping Village Zrmanja
- You need to register at the Reception on the arrival in Camping Village Zrmanja and present the documents we sent you (voucher). Voucher is the confirmation that you have paid your accommodation in mobile home in Camping Village Zrmanja as well as the all other services listed in documentation.
- The reserved accommodation is at your disposal within the following periods: from 3 p.m. on arrival date to 10 a.m. on departure date
- In the event of later arrivals, the accommodation will be reserved for the guest until 2:00 p.m. the following day and charged as of the reservation date. In the event that you should still be late with arrival after 2 p.m. the following day we will cancel the reservation
- In the event of late departures, Riva Rafting Centar d.o.o. reserves the right to charge the client for the entire daily amount according to the valid price list for Camping Village Zrmanja



- cancellation terms:
 - a. if the reservation should be canceled at least 14 days before the arrival date in seasons I and II, and at least 21 days in seasons III, IV and VI, the amount of the advance payment of 30% will not be refunded. In such case, you will be required to provide the following details in writing: full name and surname, bank name, bank address, IBAN code, swift code and account number
 - b. In the event the reservation should be canceled after expiry of the specified periods in respective seasons, or the guest fails to appear within the reservation period, the advance payment for the reservation will not be refundable
 - c. The date when the cancellation is received by an e mail will be deemed as cancellation date

Reservations of accommodation units can be made for any days of a week depending on the available capacities!

Pets are allowed in mobile homes but in certain number of mobile homes specified with the logo *pet friendly* and they need to be announced at the reception and have valid documentation. In other mobile homes pets are not allowed, so please mention upon reservation that you do have a pet.

Note:

The price list in € is for reference only. Due to the exchange rate variations during the year, we only apply the current price list of Riva Rafting Centar d.o.o. for Camping Village Zrmanja in HRK, and we register the advance payment received in HRK at the exchange rate valid on payment date, as presented by the Bank.

Thank you once again for choosing The Land of Zrmanja and Camping Village Zrmanja for your holiday designer and thank you for your confidence.