

The rental agreement that you conclude with Rovni Hills as an agent is concluded by you as the tenant (hereinafter: guest) with the owner of the holiday home (hereinafter:villa).

By paying the deposit for the reservation of the villa at the requested time, you unreservedly agree to these General Terms and Conditions, which are published here on www.rovinhills.com and are valid on the date of publication. After the deposit for the reservation has been received, the guest will receive a written confirmation of the reservation of the villa (hereinafter: confirmation). A written confirmation of the reservation with these General Terms and Conditions constitutes a rental agreement between the guest as tenant and the owner as landlord. On the day of booking the villa, the guest must be at least 30 years old.

1.ARRIVAL AND DEPARTURE

The earliest arrival is at 16:00 on the day of arrival. The most recent departure is at 10:00 a.m. on the departure date. Early arrival and subsequent departure will not be possible.

1.1.Guest check-in

Under the law of the Republic of Croatia, the guest undertakes to provide the owner/host of the villa with a valid identity document, which contains personal data and which will be used for the purpose of registration with the Croatian Tourist Board (HTZ). This information will not be used for other purposes. A guest who will not provide any type of valid identity document for a legally binding guest registration may be denied access to the villa, without the possibility of refunding the paid rental amount for the same.

2.VILLA

2.1.Number of guests

The Villa can accommodate eight (8) people.

If more people than the maximum number are staying in the villa or on the property of the villa without the owner's permission, the owner reserve the right to terminate the Lease Agreement effective immediately, without notice, and the guests are obliged to leave the villa permanently within 2 (two) hours. Refunds for unused villa rental times will not be possible.

2.2. Noise

In the event that guests disturb public order and peace with noise and noise and do not quiet down even after warning, the same may be considered a serious violation of the provisions of the rental contract in which the owner is authorized to terminate the rental agreement effective immediately, without notice, and the guest undertakes to leave the villa permanently within 2 (two) hours with all persons staying there and has no right to ask the owner for a refund of the amount of paid accommodation.

2.3. Pets

Pets may be allowed upon prior request. The fee for a pet is 150€. If the pet is not registered, a fine of 300€ will be charged.

In no case should the pet enter the pool and must not stay on furniture (bed or sitting/lying furniture)

2.4. Pool

For his own safety, the guest is obliged to follow any instructions communicated to him by the owner regarding the use of the pool. Children must be under constant supervision by adults in the pool area. The guest uses the pool at their own risk.

If accommodation is booked outside the summer season, there is a possibility that the pool will not be able to be used. Please note that the use of Whirlpool is associated with certain health risks and you use them at your own risk. There is a possibility that the water in the Whirlpool on the day of arrival of the guest will not be warm until later evening hours. It is forbidden to stand on the lids of Whirlpool. In the event that the lid breaks, the guest undertakes to compensate the owner directly.

If a different setting is made to the whirlpool without consulting the owner, a fee will be payable. The Whirlpool is intended exclusively for adults. It is not a toy for children. The parents are responsible for their supervision.

For Pool and whirlpool maintenance, someone will come by every 2-3 Days to Check that the values are maintained. If the Whirlpool or pool is excessively dirty at the end of your stay, a fee may apply.

3. PAYMENTS

The reservation is binding and when booking the advance payment is required in the amount of 40% of the agreed price of the accommodation after which the reservation is confirmed, a contract with the owner is concluded and these General Terms and Conditions, which are an integral part of the Rental Agreement of the villa, are accepted. After completing the booking and payment process, the owner will send a written confirmation of the reservation via e-mail.

The rental agreement is considered concluded as soon as the owner receives the advance amount paid. If payment is not made within 5 (five) days from the day of booking, the rental agreement is considered terminated.

4. CANCELLATION

If the guest cancels the reservation, he/she loses the right to a refund of the previously paid amount. Rovni Hills retains all payments received, and the guest is not entitled to a refund.

In the event that the guest cancels the Lease Agreement and manages to find another guest who would have accessed the villa's lease instead, all previous payments are considered to be payments made by the other guest, and the Lease Agreement is concluded with the other guest, at no additional cost.

The guest has the right to cancel reservation free of charge within 24 hours of made reservation, and receive full refund.

Funds are returned within 14 days from the day the reservation is canceled the same way they were accepted, directly to credit card or bank account, depending where they came from.

5. Damages and Complaints

The Guest departure from the villa before the end of the agreed rental period and without prior notification is at the guests risk and expense.

The guest is obliged to act responsibly towards the villa he has rented. In case of any damage caused by the guest, he is obliged to report and pay/compensate the owner directly.

If the guest notices any damage or defects on the villa, or cleaning, he is obliged to immediately, and no later than 24 hours, make a complaint. The complaint shall be referred directly to the owner or his authorised representative.

6. FINAL PROVISIONS AND JURISDICTION

6.1 In case of doubt as to the interpretation of individual terms in the translated version into other languages of these General Terms and Conditions, the original version in Croatian is taken as the relevant version.

6.2 The Contracting Parties will endeavour to resolve any possible disputes by mutual agreement and by mutual agreement. In the event of any dispute, the territorial jurisdiction of the competent court in Pula and the application of Croatian law are agreed.

6.3 The villa will be returned in a tidy condition. If it is excessively dirty and care has not been taken, a cleaning fee will be charged.