



CANCELTION POLICY AND A RESERVATION TERMS 2022

CANCELTION TERMS

EXTRA COVID-19 REGULATION

Holiday without a worry!

The Coronavirus Guarantee lets you book your holiday knowing you're covered if the Coronavirus Pandemic interrupts your plans.

Rebook or Refund is possible;

- in case of Covid 19 infection /a positive Covid test
- in case of lockdown in your home country and is not permitted to leave (despite Covid Passport), or is not permitted to entry Croatia (despite Covid Passport)
- in case quarantine restriction is in place in Croatia or your home country regardless of vaccinated status or Covid Passport holders

Transfer your booking to a later date during 2022 or 2023 - free of charge. Clients can rebook from 4 weeks down to 1 prior to arrival date in case of above-mentioned situations. If you don't know your new dates immediately, you can contact us later on.

Request a refund - A refund will only be possible from 14 days prior to arrival date. Reservation fee in case of Camping pitch cancellation and Transaction costs in case of mobile home reservation will be deducted.

In case of Covid 19 infection, official Covid test, not older than 1 day, with the name and surname must be send to our email address: camping.split@gmail.com together with a cancelation and refund request.

The Extra Covid regulation will not cover if:

- there is no negative advice but due to your (non) vaccinated status you must quarantine
- there is negative travel advice, but you can travel with Covid Passport without quarantine restriction

THE COVID-19 FLEXIBILITY GUARANTEE DOES NOT REPLACE OUR STANDARD BOOKING TERMS & CONDITIONS.

PLEASE NOTE THAT ALL OTHER CANCELTIONS ARE SUBJECT TO OUR STANDARD CANCELTION POLICY.

The Guarantee will be reviewed regularly and is subject to change or removal.

STANDARD CANCELTION POLICY CAMPING PITCHES

The reservation can be cancelled no later than 42 days before the scheduled arrival to receive a full refund of the deposit payment. The reservation fee of 185,00 HRK/ 25,00 € is non-refundable. In case of later cancellation, the whole amount is retained.



DEPOSIT PAYMENT - For the reservation to be valid and confirmed it is necessary to pay a non-refundable reservation fee in the amount of 185,00 HRK/ 25,00 € and a deposit payment in the amount of the 15% of the total accommodation cost. Reservation fee is not deducted from the final receipt.

STANDARD CANCELLATION POLICY MOBILE HOMES

The reservation can be cancelled no later than 42 days before the scheduled arrival to receive a full refund of the deposit payment deducted by 150,00 HRK/ approximately 20,00 € for the transaction costs. In case of later cancellation, the whole amount is retained. The deposit payment will be refunded by converting the rest of the amount from Croatian HRK to EUR using the middle exchange rate of the "Croatian National Bank" www.hnb.hr

In case of unannounced late arrival, the reservation will be kept until 13:00 o'clock the following day. Afterwards, we reserve the right to resell.

If the guest does not announce the cancellation of the reservation, the campsite retains the whole amount of the deposit payment.

In case of late arrival, the guest will be charged for the whole booked period. In case of earlier departure, the guest will be charged for the whole booked period.

DEPOSIT PAYMENT - The deposit for mobile home reservation amounts to 30% of the total accommodation cost. The amount of the deposit payment will be deducted from the total accommodation costs.

RESERVATION CANCELLATION, LATE ARRIVAL AND EARLY DEPARTURE

- **ONLINE RESERVATION:** If the reservation is made through the online reservation system it can be changed or cancelled through the system according to the cancellation policy.
- **RESERVATIONS MADE THROUGH DIRECT INQUIRY:** If the reservation is made by direct inquiry, all changes or cancellations must be notified to the sales department on e-mail address: camping.split@gmail.com Cancellation is only possible in written. Phone cancellations are not accepted.

RESERVATION TERMS

RESERVATION OF A CAMPING PITCH

Taking into consideration there are various types of pitches in different camping zones, the campsite will do its best to ensure that the selected pitch suits the RV/ trailer/ tent or other amenities listed in the enquiry. Our booking agent assigns the pitch number and preferences will be taken into consideration whenever possible, depending on the availability.

RESERVATION OF A MOBILE HOME

Our booking agent assigns the mobile home/ bungalow number. Preferences will be taken into consideration whenever possible, depending on availability, except if the reservation has been made for a specific type of mobile home, for example VISTA – first row, sea view.



INSURANCE

You may be forced to cancel your vacation or reservation due to the different circumstance. Protect yourself from the unexpected in the insurance company of your own choice. The management does not bear responsibility in case of theft, accident or damage to property or persons. Nor will it assume liability for damage caused by lightening, hail, fallen trees, branches or pinecones, diseases, epidemics, fires, natural disasters, and others. Guests are advised to insure their property at an adequate insurance company.

WELLNESS & SPA and other facilities

Please note that because of safety reasons this zone can accept only a limited number of persons daily. The opening and closing time of our Wellness and Spa zone and other facilities will depend on our management decision. Some facilities are not open the whole year and might be closed during your stay.

PAYMENT

The euro is not an official currency in the Republic of Croatia, so your receipt must be paid at the Campsite reception in cash - Croatian Kuna only, or VISA, Maestro, and MasterCard.

Reservation confirmation implies the acceptance of these terms and conditions.

Thank you for choosing Camping Stobreč Split, we wish you a pleasant stay!