



## Excelsus d.o.o. Split

Za usluge putničke  
agencije i turizam.

Rješenje o upisu u  
sudski registar  
Trgovačkog suda u  
Splitu

**OIB:**  
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**Matični broj:**  
1865790

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## TERMS AND CONDITIONS

### 1. MAKING RESERVATIONS

- Reservations are made via email: [camping.split@gmail.com](mailto:camping.split@gmail.com) or the Enquiry form on our website; <https://www.campingsplit.com/reservations>
- Upon receipt of the request, the Campsite makes a temporary reservation that is valid for number of days marked in our offer (the number of days may vary depending on the date of arrival).
- After we receive your confirmation, we are sending you data for deposit payment and it is **30 percent** of the reservation value.
- Camping pitch reservation contains a fixed cost of the **Reservation fee** in the amount of **185 HRK**. Indicated amount is **not refundable** and it will **not be deducted** from your Final receipt. Our CANCELLATION TERMS are available on the page number 2. And 3. under the title 5: "RESERVATION CANCELLATION, LATE ARRIVAL AND EARLIER DEPARTURE."
- Your accommodation costs at our Campsite are going to be reduced by the amount of the deposit you have paid. The total bill must be paid at the Reception desk.
- The minimum advance deposit for lower value reservations is EUR 50.00
- The deposit can be paid via bank transfer.
- To make your reservation valid/final, the deposit has to be paid within number of days marked in our offer. If the deposit has not been paid in a timely manner, the reservation will be invalid. The reservation will be automatically cancelled if no notice of the deposit is received.
- After the deposit has been paid, **an e-mail notification** is required in order to confirm the reservation.

### 2. DIFFERENCE IN THE AMOUNT OF THE OFFER AND THE BILL ISSUED AT THE RECEPTION DESK

- The total bill issued at the reception desk may vary from its initial estimate, depending on differences in the services notified for the purpose of making a reservation and the services actually provided during stay.
- The prices in euros are for information purposes only and the total charge in Croatian Kuna may vary depending on the currency exchange rates. The euro is not an official currency in the Republic of Croatia, and therefore



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prices denominated in euros are for information purposes only. **The official pricelist which is received with the offer contains clearly indicated prices in Croatian kuna.**

### 3. RESERVATION CONFIRMATION

1. On the receipt of the deposit, the guest will be sent a reservation confirmation to the e-mail address provided in the questionnaire or the one from which a direct e-mail has been sent.
2. A copy of the reservation confirmation must be enclosed when checking in at the reception desk. The reserved dates will be specified in the confirmation letter and the total bill will be issued accordingly.

### 4. RESERVATION CHANGE

1. Reservations can be changed not later than one month prior to the date of arrival, depending on the availability (of time period or accommodation unit).
2. If a different number of guests will be staying on a pitch than specified when making a reservation, only guests who have actually arrived will pay for their stay according to the applicable price list.
3. If a different number of guests will be staying in a mobile home or a bungalow, only tourist tax and registration fee will be charged to the guests staying in a mobile home/bungalow.
4. Four persons are included in price of our bigger Mobile Homes. If the number of guests staying in a mobile home or a bungalow exceeds the number of included persons, an extra fee (for fifth person), a tourist tax and a registration fee will be charged in addition to the valid pricelist for additional person.

### 5. RESERVATION CANCELLATION, LATE ARRIVAL AND EARLIER DEPARTURE

1. Reservations may be cancelled only in writing. We do not accept cancellation requests by phone.
2. **In case of unannounced late arrival, your reservation will be held until 13:00 o'clock the next day.** After that it can be offered to another guest.



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3. In case of late arrival the guest will be charged the full reserved period.
4. In case of early departure, the reservation of a Mobile Home will be charged for the whole booked period.
5. If the guest fails to announce reservation cancellation, the Campsite retains the full amount of the deposit.
6. If cancellation has been made at least 45 days before the arranged arrival date, total amount of deposit payment will be reduced for transaction costs in amount of 150,00HRK and reservation fee cost in the amount of 185,00HRK - only for Camping pitch cancelations. **The rest of deposit payment will be refunded by converting the rest of the amount from HRK to EUR using middle exchange rate of "Croatian National Bank" [www.hnb.hr](http://www.hnb.hr)**
7. If cancellation has been made 29 days before arrival, 50% of deposit payment will be reduced for the transaction costs in the amount of 150,00HRK and reservation fee cost of 185,00HRK - only for Camping pitch cancelations. **The rest of deposit payment will be refunded by converting the rest of the amount from HRK to EUR using middle exchange rate of "Croatian National Bank" [www.hnb.hr](http://www.hnb.hr)**
8. In order to enable the campsite to make the refund, the guest must provide the following information in writing:
  1. FULL NAME OF THE PAYER
  2. FULL HOME ADDRESS OF THE PAYER
  3. IBAN
  4. SWIFT/BIC
  5. NAME OF THE BANK
  6. BANK ADDRESS

## 6. RESERVATION OF A SPECIFIC ACCOMMODATION UNIT

### 1. PITCHES

1. There are various types of pitches in different camping zones, and the campsite will do its best to ensure that the selected pitch suits the RV/trailer/tent, same as amenities listed in the Enquiry Form or direct mail.
2. Our booking agent assigns the pitch number and the guest will be informed of that number on arrival at the Campsite. Preferences will be taken into consideration whenever possible, depending on the availability.



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A list of the available accommodation units cannot be provided upon request.

## 2. MOBILE HOMES/BUNGALOWS

1. In a high season Mobile Home reservations can only be made from **Saturday to Saturday**.
2. Our booking agent assigns the mobile home/bungalow number and the guest will be informed of that number on arrival at the Campsite. Preferences will be taken into consideration whenever possible, depending on availability. A list of the available accommodation units cannot be provided upon request. It is not possible to change the type or the number of the mobile home/bungalow after a confirmed reservation or upon arrival.
3. Bed linen and 1 small towel per person are included in the mobile home price and are changed once a week depending on the day of arrival.
4. Cleaning on departure is not included in the mobile home price. Cost for Final cleaning is 225,00 kunas.

## 7. CHECK-IN AND CHECK-OUT

Personal data is also collected and processed on arrival at our Reception during check-in process. We must enter your personal data into a reception business program.

In case you do not provide us with your personal document and data during registration, your stay at Camping Stobreč Split is not possible.

Entering personal data into a reception business program and sending them via E-system to the relevant Tourist Association, is company's Legal obligation and it is in accordance with the General Data Protection Regulation and with the Tourists Register Regulation.

### 1. Mobile homes/bungalows:

- check-in on arrival date is from 16:00
- check-out on departure date is from 07:00 to 09:00

### 2. Pitches:

- check-in on arrival date is from 13:00
- check-out on departure date 07:00-12:30

For late check-out additional fee will be calculated or an extra night will be charged, depend on the time of departure.



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## 8. PAYMENT

1. In order to avoid any delays or waiting in line, we recommend you to settle your account a few days prior to the departure date.
2. One-time payment can be made using bank card Visa, Maestro and MasterCard and by cash payment in Croatian Kuna.
3. Payments cannot be made in any other currency. Currency exchange services are offered at the reception desk.

## 9. SPECIAL OFFERS

1. Special offers and discounts are published on the official website of the campsite in our Newsletter and official price list.
2. Discounts cannot be combined; using one discount excludes the right to use other discount at the same time.
3. Special discounts and special offers cannot not be combined.
4. Special offers are valid only for reservations made during the offer validity term. Special offer may not be replaced by a different offer or applied retroactively.
5. All camping cards with special discounts and benefits should be shown when checking in at the reception desk.
6. All camping cards with special discounts and benefits may not be combined with other discounts or special offers.
7. Tourist tax and one-time registration fee are not included in the specially agreed price charged to camping card holders or any other, and are charged extra for every guest regardless of their age.

## 10. PETS

1. Camping Stobreč Split is a pet-friendly campsite.
2. Pets must be registered at the reception desk at check-in.
3. Two dogs are allowed per one renting unit.
4. In the campsite area, including its food service establishments, pets must be kept on a leash.



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### 10.1. Mobile homes/bungalows

Pets are allowed in mobile homes and bungalows and subject to a special pet charge different from the ones applicable to campsite pitches. **Owners are obliged to bring a special bed or a cover for their pet to protect the furniture in the accommodation unit.** In case of any damage, the owner will be liable for damages and additional cleaning charge.

### 10.2. Pitches

Pets are allowed on the pitches and a special pet charge applies, different from the one applicable to mobile homes/bungalows.

### 10.3. Beaches

Pets are not allowed on campsite beaches, except those intended for pets. The pet-friendly beach is marked on the map of the campsite.

## 11. WELLNESS AND SPA AREA

Swimming pool and Wellness and Spa area services are **not included** in price of accommodation. Tickets can be bought at Wellness reception.

Campsite management reserves the right to decide about opening and closing dates as well as opening hours of this zone additionally.

By confirming a reservation, the guest also confirms acceptance of these terms and conditions. Guests cannot file complaints based on not reading the terms and conditions.

*Thank you for choosing Camping Stobreč Split, our Team wishes you a pleasant stay!!*