



RESERVATION TERMS AND CONDITIONS 2021

**All rebooked reservation from 2020 are subject to the Terms and conditions policy of the same year.*

1. MAKING A RESERVATION

Reservations are made by email: camping.split@gmail.com, through the enquiry form on our website: <https://www.campingsplit.com/reservations> or directly through the online reservation system.

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.

Bed linen and one small towel per person are included in the mobile home price and are changed once a week depending on the day of arrival. One parking space per rented unit is included in the price as well. Final cleaning upon departure is not included in the mobile home price. The cost for final cleaning is 225,00 HRK.

2. DEPOSIT PAYMENT

RESERVATION OF A CAMPING PITCH:

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 50,00 €. Reservation fee is not deducted from the final receipt.

RESERVATION OF A MOBILE HOME:

The deposit for mobile home reservation amounts to 30% of the total accommodation cost.

When making a reservation through [direct inquiry](#) the deposit is paid through a bank transaction, while [reservation through the online booking system](#) requires data entry from a valid credit card or a bank transaction. The amount of the deposit payment will be deducted from the total accommodation costs. The final receipt is paid at the campsite reception.

3. 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. Cancellation is only possible in written. Phone cancellations are not accepted.

EXTRA COVID-19 REGULATION

Refund guaranteed! Holiday without a worry!

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

During this unpredictable time, for all clients/guests that will not be able to visit our Campsite because of the COVID -19 induced obstructions: in case of closed borders and in case of travel restrictions/a negative travel advice, you will be able to choose from one of the following options:

Transfer your booking to a later date during 2021 or 2022 - free of charge. If you don't know your new dates immediately, you can contact us later on.

Request a refund - We will refund the amount of the deposit payment you have paid for your booking.

Covid-19 Guarantee Terms and Conditions:

The Covid-19 Flexibility Guarantee allows any transfer or cancellation within the period of 21 days and 14 days prior to arrival. **Should your Government advice significantly change in the 14 days prior to arrival, we will reactivate the Guarantee for you.**

In case of refund, Reservation fee (non-refundable fee) in case of Camping pitch cancellation and transaction costs in case of Mobile Home cancellation will be deducted.

In case that you decide to use a rebooking option please be aware that if the cost of your new booking is higher than your original booking, then you'll need to pay the difference.

The Covid-19 Flexibility Guarantee does not replace our Standard Booking Terms & Conditions. Term 'COVID induced obstructions' refers exclusively to closed borders / travel restrictions/ negative travel advice. Please note that all other cancellations are subject to our standard cancellation policy. The Guarantee will be reviewed regularly and is subject to change or removal.

STANDARD CANCELLATION POLICY CAMPING PITCHES

The reservation can be cancelled no later than 21 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.

STANDARD CANCELLATION POLICY MOBILE HOMES

The reservation can be cancelled no later than 21 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.

4. DIFFERENCES IN THE AMOUNT BETWEEN THE OFFER AND THE RECEIPT ISSUED ON THE RECEPTION DESK

The final receipt issued at the reception desk may vary from its initial estimation, depending on the quantity of the registered services for the purpose of making a reservation and on the actual services provided during the stay. Since the euro is still not the official currency in the Republic of Croatia, prices expressed in euros are of an informative nature and are subject to changes in exchange rate differences during the year. The official price list received as a part of the offer contains clearly indicated prices in HRK and it is also available on our website.

5. CHANGE OF RESERVATION

It is possible to change the reservation depending on the availability (period or the accommodation type).

If a change in number of people occurs, only the people present will be charged according to the valid price list.

If a change in number of people occurs for mobile home/ bungalow reservation, only the tourist tax and registration fee for the people present will be charged.

6. CHECK-IN AND CHECK-OUT

Personal documents are requested at our reception during the check-in. Entering personal data into the reception business program and sending them to the relevant Tourist Association is the company's legal obligation and it is in accordance with the General Data Protection Regulation and with the Tourists Register Regulation. In case you do not provide us with your personal document and data during registration, your stay at Camping Stobreč Split will not be possible.

Mobile homes / bungalows:

check-in on the day of arrival: from 16:00

check-out on day of departure: from 07:00 – 10:00

Camping pitches:

check-in on the day of arrival: from 13:00

check-out on day of departure: 07:00 – 12:30

In the case of late check-out additional fee will be calculated or an extra night will be charged depending on the time of departure. The possibility of extended stay or additional overnight stay needs to be checked with the reception staff in advance.

7. PAYMENT

To avoid delays we recommend to settle your account a few days prior to the departure date.

One-time payment can be made by using bank cards Visa, Maestro and MasterCard or by cash in Croatian HRK only.

Payments cannot be made in any other currencies. Currency exchange office is available at the reception desk.

8. SPECIAL OFFERS

Special offers and discounts are published on the official campsite web or in the newsletters.

Discounts cannot be combined; using one discount excludes the right to use other discounts at the same time.

Special discounts and special offers cannot not be combined.

Special offers are valid only for reservations made during the offer's validity term. Special offers may not be replaced by a different offer or applied retroactively.

All camping cards with special discounts and benefits should be shown when checking in at the reception desk.

All camping cards with special discounts and benefits may not be combined with other discounts or special offers.

Tourist tax and one-time registration fee are not included in the specially agreed price for the camping card holders or any other prices and are charged additionally for every guest regardless of their age.

9. PETS

Pets are welcome at Camp Stobreč Split.

During the check-in they need to be registered.

Two dogs are allowed per one renting unit.

In the campsite area, including its catering facilities, pets must be kept on a leash.

Mobile homes / bungalows

Pets are allowed in mobile homes/ bungalows and are subject to an extra fee different from the one applicable on the 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.

Camping pitches

Pets are allowed on the pitches with an extra fee, different from the one applicable to mobile homes/ bungalows.

Beaches

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

10. WELLNESS & SPA ZONE AND OTHER CONTENTS

The Wellness and Spa zone with the pools is not available throughout the whole year, neither is the animation program. The campsite management reserves the right to make subsequent decisions on opening and closing dates as well as on the working hours of this zone and other contents in Camp Stobreč Split. Some facilities might be closed during your stay. *The outside pool zone with three pools is free of charge for all campsite guests. To maintain the comfort and safety of the visitors, the number of people that can use the outside pool zone is limited. When all the sunbeds are occupied the zone is considered full. Children must be accompanied by their guardian. If you come for a visit when the number is maximized, we advise you try another time during your stay.*

The opening and closing time of the Wellness and Spa zone (indoor area with saunas, gym, jacuzzi etc.) will depend on our management decision. Due to the current pandemic, it is possible that the Wellness and Spa may be closed or restricted in terms of access. We advise you to contact us a few days before your arrival to receive updated information.

11. 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.

Reservation confirmation implies the acceptance of these terms and conditions.

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