

# **Villas Bella and Nikole, Maslinica, Solta**

## **TERMS AND CONDITIONS**



**Villas Bella and Nikole - 53/55 SV. Nikole, Maslinica, Solta**

Map Co-ordinates: 43.397619° N, 16.207289°E. (43°23'51.43"N, 16°12'26.24"E)

The property comprises of 2 semi-detached adjoining villas, namely Villa Bella (north block) and Villa Nikole (South Block). The two villas are mirror images of each other. The only significant difference between the two is that Villa Bella's basement has a self contained studio with ensuite facilities and a kitchenette but this is not available for rent and is used as storage space for the Owner

In the event of discrepancy, these terms and conditions shall prevail over those given on the web site [www.croatia-maslinica-solta.com](http://www.croatia-maslinica-solta.com). These terms and conditions apply to both villas.

### **PRICES & BOOKING PROCEDURES**

The price of your holiday is in Euros which is published on the web site [www.croatia-maslinica-solta.com](http://www.croatia-maslinica-solta.com)

Mia Jurjevic looks after all aspects of the property. Please contact her on [housesiting@yahoo.com](mailto:housesiting@yahoo.com) or on her Mobile +385 977 225 282 to make arrangements for your arrival or anything else you need prior to arrival

**Towels and Linen are provided but bring your own Swimming Towels and House Slippers**

Please wash your feet to get rid of sand etc before you go into the apartments. Taps are located up the main stairs for guests staying on the ground floor. For guests staying at the

1<sup>st</sup> and 2<sup>nd</sup> floor, the tap is located behind the barbeque and along the north wall before the gaited entrance to these two floors

If your chosen week is available we will give you an option of up to 7 days when you have time to discuss arrangements with other members of your party and to transfer the deposit monies to secure the booking.

## **PAYMENT TERMS**

To secure a booking we require a non-refundable deposit of 50% of the cost of the accommodation

The final balance namely for the same amount of 50% must be paid 3 months before your holiday start date.

Once payments are received, we will send you a confirmation note.

## **BREAKAGE & DAMAGE DEPOSIT**

A breakage and damage deposit of **750 Euros** will need to be paid in cash on arrival. The property will be inspected in the afternoon/evening prior to the date of departure and monies will be deducted from the deposit to cover for any damage or breakages. However, we do not normally charge for minor breakages such as glasses, dinner plates

Please make a list of all breakages and leave these on the kitchen surfaces so that these can be replaced for the next guests.

Also please make a list of all items that you find are not working properly so these can be rectified at the earliest opportunity

It's unfair on the next guests if they find items are not in working order. The majority of our guests are repeats so they expect to find things the same way as last year.

Should you or your guests cause damage to the contents or the structure of the property you may be responsible for the cost incurred for replacements or work.

## **BANK PAYMENT INSTRUCTIONS - These will be advised at the time of booking**

## **CANCELLATION**

Written confirmation is required for any cancellation.

No refund of deposits will be made in the event of cancellation

We recommend that guests take out cancellation insurance for their holiday as monies will not be refunded for any cancellations.

## **GUEST ARRIVAL**

Guests are asked to arrive at the apartment after 16.00 hrs and to leave by 10.00 hrs on departure day to allow the cleaners to turn round the apartment for the next guests.

## **INSURANCE**

Please ensure you have the necessary insurance cover.

We would also recommend that your personal valuable belongings are covered by either your travel insurance policy or by your home "all risks" policy in the event you lose anything

## **NUMBER OF GUESTS**

The number of guests staying at or using the facilities at the premises is limited to the numbers specified in the correspondences between the owner and the client.

**The full deposit monies will be retained if these conditions are not adhered to**

## **OUTDOOR SHOES & SLIPPERS**

Please do not use outdoor shoes in the property. Leave these on the mat by the entrance door. Please bring your slippers as all the bedrooms have wooden parquet floors

**Deposit monies will be retaining for extra cleaning if the premises are soiled**

## **PETS**

Pets are not allowed on the premises.

**The full deposit monies will be retained if these conditions are not met**

## **SMOKING**

**Smoking is not allowed inside the premises**

**The full deposit monies will be retained if there is any evidence of smoking inside the premises**

Use the outside ashtrays which are located on each balcony

## Return of Deposit Monies

Deposit monies will be retained for any damage such as breakages, staining of fabrics of furniture etc

**The full deposit will be retained** if the following conditions are violated as specified in the above paragraphs.

1. the number of guests using the premises exceeds the contractual terms in the correspondences
2. pets are brought into the property
3. if there is any evidence of smoking in the apartment or in the cave (basement)

## **FEEDBACK QUESTIONNAIRE**

Following your holiday, you will be sent a feed back questionnaire. Please fill in the questionnaire and send it back to us.

Our mission is to strive continuously to improve the standard and quality of your holiday in the service that we provide.

Your comments will be of great assistance to help us meet our objective for the continual improvement on all fronts.

It is only by listening to our guests that we are able to achieve the above aim. So please take a few moments to complete the questionnaire

## **COMPLAINTS**

If you are unhappy with any aspect of your holiday, please notify the owner immediately (+44 7768 175344).