

GENERAL TERMS AND CONDITIONS OF HOTEL

Owned in its entirety by **UTO Marco Polo**

ACCEPTANCE OF GENERAL TERMS AND CONDITIONS.

General terms and conditions of **Boutique hotel Marco Polo and Heritage Villa Nobile** (or noted as hotel) are integral part of the reservation of accommodation units and the usage of all services within the hotel. All terms stated in the general conditions are legally binding for both parties – service user and the hotel as the service provider. By accepting the reservation, the customer agrees to the general terms and conditions of Boutique hotel Marco Polo and Heritage Villa Nobile. The hotel reserves the right to refuse service if guest failure to comply with the general terms or interferes with the safety and law.

SERVICES

Boutique hotel Marco Polo is located in Gradac, Obala 15. The scope of services within Boutique hotel Marco Polo and Heritage Villa Nobile in Dubrovnik, Između vrta 6. as part of UTO Marco Polo , includes accommodation and hospitality services, travel agency services all by the services for which the company is registered. Scope of operations of Boutique hotel Marco Polo and Heritage Villa Nobile is susceptible to laws and regulations of the Republic of Croatia.

HOTEL CATEGORIZATION

Boutique hotel Marco Polo and Heritage Villa Nobile are categorized by the accredited bodies of the Ministry of Tourism of Croatia as 4 * hotel, Heritage Villa Nobile as 4 * in accordance with valid Croatian legislation.

RESERVATION AND PAYMENT METHODS via WEBSHOP on official WEBSITE

Payment method

UTO Marco Polo accepts online credit cards MasterCard, Maestro, Visa. Reservation enquiries or reservation of accommodation is possible via official website www-hotel-marcopolo.com



Card charges will depend to the accommodation rate which is chosen.

*If **Standard Rate** is selected, Credit card details are required with no prepayment needed.*

Reservation conditions depends on your reservation period and room category and is noted under the reservation.

Property does not charge unless the reservations is cancelled according to noted reservation.

Cancellation period than is noted and depends on reservation conditions from 7 or 14 or 21 days.

*If **Non-Refundable Rate** is selected, Credit card details are required with obligation for full payment after the reservation. There is no free cancellation.*

Reservation confirmation in both cases represents final contract between parties which gives the right to hotel of billing the reserved accommodation unit as well as to provide reserved service. Hotel is obliged to provide safety and to use all user's data according to law, without any abuse of them.

Refund conditions, modifications and complaints

Card charges will depend to the accommodation rate which is chosen. Modifications of reservations are possible in any given moment, all according to hotel's policy. Reservation is considered modified in moment user receives a written confirmation about the modification from the hotel. Refund of paid deposit in case of nonrefundable reservation is not possible if a reservation is cancelled.

Cancellation of the standard rate reservation is possible 7-21 days prior to arrival in the hotel. For every later cancellation, hotel keeps its right to charge the total price. In case of a "no show"

reservation, hotel keeps the right to charge the total price. If any circumstances, that cannot be foreseen, occur and are beyond the control of Boutique hotel Marco Polo and Heritage Villa Nobile, hotel has a right to cancel the reservation in any given moment. Hotel keeps it's right to cancel or modify a reservation if the reservation system misuse is assessed or made by the obvious user error. Confirmed reservation of an accommodation unit can be replaced by the hotel, with a unit of same or higher category for the price that was set prior to modification. In case of inability of accommodating the guest due to a clear error of hotel staff, hotel is obliged to provide the user with an alternative accommodation with same or higher categorization. If the alternative accommodation is of a higher price category, the difference in price is borne by the hotel. Alternative accommodation is based on categorization of the Republic of Croatia, the hotel is being fought by the difference of alternative accommodation. In case of inability of finding any available alternative, hotel keeps the right to cancel the reservation and refund the total price. Hotel is not responsible for errors resulting from user's communication with partner agencies.

Safety statement

Payment and purchase on our website is completely secure.

** * * * Credit card purchase security statement Confidentiality of your information is protected and secured by using SSL encryption. Pages for web payment are secured by using Secure Socket Layer (SSL) protocol with 128-bit data encryption. SSL encryption is a data coding procedure for prevention of unauthorized access during data transfer. This enables a secure data transfer and prevents unauthorized data access during communication between user and Monri WebPay Payment Gateway and vice versa. Monri WebPay Payment Gateway and financial institutions exchange data by using their virtual private network (VPN) which is also protected from unauthorized access. Monri Payments is PCI DSS Level 1 certified payment service provider. Credit card numbers are not stored by Merchant and are not available to unauthorized personne*

Conversion statement

All payments will be effected in Croatian currency. The amount your credit card account will be charged for is obtained through the conversion of the price in Euro into Croatian kuna according to

the current exchange rate of the Croatian National bank. When charging your credit card, the same amount is converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion there is a possibility of a slight difference from the original price stated in our website.

Data collecting

UTO Marco Polo. undertakes to protect the personal data of customers, by collecting only the necessary, basic information about customers / users that is necessary to fulfill our obligations; informs customers about how to use the collected data, regularly gives customers a choice about the use of their data, including the ability to decide whether or not to have their name removed from the lists used for marketing campaigns. All user data is strictly kept and is only available to employees who need this data to do the job. All employees of Boutique hotel Marco Polo and Heritage Villa Nobile and business partners are responsible for respecting the principles of privacy protection.

TERMS OF DELIVERY

Service billing

User is obliged to pay all the services not being covered by the deposit at the checkout. Paid deposit is made, based on to the middle exchange rate on the day the offer/ pre-invoice was made and on which the payment was made. Billing of the services, and what is left to pay is charged by the middle exchange rate given by the Croatia National Bank on the day of payment. Payment is possible via cash (only in HRK) or credit card. Payment by credit card is subject to exchange differences and eventual fees of issuing banks, on which hotel has no influence.

PRICES

All prices are categorized by the types of services, all categorized by types in accordance with services rendered by the company. Accommodation prices include overnight stay for one/two persons, breakfast and the valid VAT rate. Prices vary based on the season which is clearly stated in the accommodation price list. Additional services are not included in the accommodation price and are charged separately. Boutique hotel Marco Polo and Heritage Villa Nobile reserves the right to change its prices. The hotel is obliged to provide its accommodation services at the price which was

provided, in the written form, via email. **The hotel distances itself from any content published online which was not published under the domain owned by the hotel.** Guests can always contact the hotel directly to verify the validity of internet content found prior to the arrival at the hotel. Some of the websites containing the services and offers of Boutique hotel Marco Polo and Heritage Villa Nobile are partner agencies with clearly stated policies agreed by the hotel and the agency. Policies are stated in the individual reservations. The hotel is not responsible for any disputes that may arise from the direct communication between the partner agencies and the end user.

SOJOURN (TOURIST) TAX

In accordance with the regulations governing payment of the sojourn tax, the guest must pay the sojourn tax upon payment for his/her hotel accommodation. The amount of sojourn tax payable in Croatia is dependable of the season and destination. Children under the age of 12 are excluded from the sojourn tax, while children aged 12-18 pay a discounted rate of 50%. The sojourn tax is payable at the same time as the outstanding amount of the reservation. The amount of the sojourn tax is clearly indicated on the bill which is issued to the guest upon calculation and payment of services.

HOSPITALITY SERVICES

Breakfast is an extension of the accommodation services and it is included in the price. Users of accommodation and hospitality services are obliged to respect the area designated for the consumption of food. Café and restaurant are at the disposal for our guests in form of additional services of Hotel. The hotel does not guarantee seating in the à la carte restaurant during dinner service hence timely reservations are recommended as well as respecting the time of the dinner reservation. All hospitality services of Hotel are payable either after consumption or during check out (with obligation to sign the receipt after the consumption of the drink/meal).

MEDIATION SERVICES

Extra services in which the hotel might mediate (day trips for example), can be reserved before the arrival to the hotel, or during the stay. Hotel is not, in any given moment, responsible for availability

of extra services. Hotel is obliged to mediate in organization of a trip that has been booked, and booking is considered complete once the authorized and signed confirmation paper is given. Hotel's duty is to inform the user of the service about the trip and activities the trip includes. User is then taking the responsibility of estimating the physical and general health possibilities for individual activities meditated by the hotel. Hotel is also obliged to recommend a trusted partner with whom has a successful work history. By being informed by the hotel, and with the tour provider afterwards, user of the service accepts an individual activity. It's important to mention, role and hotels duty is strictly reserving tours

. Costs of any extra services are charged at the hotel, before, during or on the end of stay, unless otherwise agreed in written form.

SERVICE BILLING

User is obliged to pay all the services not being covered by the deposit at the checkout. Paid deposit is made, based on to the middle exchange rate on the day the offer/ pre-invoice was made and on which the payment was made. Billing of the services, and what is left to pay is charged by the middle exchange rate given by the Croatia National Bank on the day of payment. Payment is possible via cash (only in HRK) or credit card. Payment by credit card is subject to exchange differences and eventual fees of issuing banks, on which hotel has no influence.

OTHER ACCOMMODATION CONDITIONS

- Check in

Check in time is at 15:00h. Earlier check in is not possible. When checking in, user is obligated to give his identification card from which the data is entered into the hotel system with the consent of the user and under the obligation of the Law of the Republic of Croatia (signing the so-called registration card).

- Check out

Check out is obligated by 11:00. If user doesn't leave an accommodation unit at given time, hotel keeps it's right to enter the unit, move guest's luggage, and charge 50% of the price for one night. If the guest does not leave the unit until 17:00, extra night will be added to his account. It is however possible to allow a longer stay with prompt announcement, agreed price and allowance from the hotel.

- **Failures**

When inspecting the accommodation unit, guest is obligated to report any visible damage and error. Every later report will not be addressed to the previous guest, but the guest who is currently staying in the unit. Hotel keeps it's right to calculate and charge the cost of its property that is assessed to be destroyed during, and after the guest's stay at the hotel. User is obliged to respect every asset of House Order, which is clearly marked on the hotel map.

- **Customer complaints**

Any possible complaints or objections, will be taken into consideration by the hotel, if they are justified and given on the spot to the person responsible, or written into the complaints book in presence of the person responsible, who would afterward send it to the authorities.

- **Maintenance of accommodation units**

Everyday maintenance of accommodation units is hotel's duty. Housekeeping is done in the morning hours, until 14:00. User is obligated to notify the cleaning service if he doesn't want his room to be cleaned, by setting the ban mark on his door. Keeping the mark for longer than three days is not allowed, hotel is obligated to take care of its property on the regular basis. In purpose of keeping its environment safe and clean, change of towels is being done by guest's suggestions. User is able to contact the reception 24/7, and the hotel is obligated to respond.

SERVICE USERS' DUTIES TOWARDS THE HOTEL

The user is obliged to respect the hotel business policy, while also accepting hotel's general terms and conditions. Hotel gives the right to the to use the accommodation units with a possibility of using the extra services. It is considered a user's duty to treat both hotel staff and property with respect.

HOTEL'S DUTIES TOWARDS SERVICE USERS

Boutique hotel Marco Polo, Heritage Villa Nobile are obligated to provide a contracted and confirmed reservation to its user according to the hotel standards, subject to general terms accepted by the user. Permanent care of quality of service, decent and respectful attitude towards the user by hotel staff, while also following the legal regulations is Boutique hotel Marco Polo and Heritage Villa Nobile 's obligation

JURISDICTION

Any dispute or disagreement between the hotel and a user will try to be resolved by agreement. In case of inability to find a resolution for a dispute or disagreement, the Court in Split is considered competent.

LOSS OF OR DAMAGE TO GUESTS' PROPERTY

Any items brought into the Hotel, its car park or grounds including valuables and audio-visual equipment, are brought in at your own risk. Hotel shall not be held responsible for the damage or loss of any property owned by the guest or anyone connected to the guest's event/stay at the Hotel, whether the items were left before, during or following the event/stay. Boutique hotel Marco Polo and Heritage Villa Nobile shall not be liable, in any circumstances, for any loss or damage to vehicles you bring to the hotel or any property left in them.

UTO MARCO POLO

Boutique hotel Marco Polo, Obala 15. Gradac 21 330, Croatia

Heritage Villa Nobile, Između vrta 6. Dubrovnik 20 000, Croatia

OIB: 23148281545 ; VAT No: HR23148281545

IBAN: HR 58 23400091160193487

Swift code: PBZGHR2X

MB: 91044162

Phone: 00385 21 695 060

E-mail: info@hotel-marcpolo.com

OPĆI UVJETI HOTELA

U cijelosti u vlasništvu UTO Marco Polo

PRIHVAĆANJE OPĆIH UVJETA.

Opći uvjeti Boutique hotel Marco Polo i Heritage Villa Nobile(ili hotel u nastavku) sastavni su dio rezervacije smještajnih jedinica i korištenja svih usluga u hotelu. Svi uvjeti navedeni u općim uvjetima pravno su obvezujući za obje strane - korisnika usluge i hotel kao pružatelja usluga. Prihvaćanjem rezervacije gost pristaje na opće uvjete hotela. Hotel zadržava pravo odbiti uslugu ako se gost ne pridržava općih uvjeta ili ometa sigurnost i zakon.

USLUGE

Boutique hotel Marco Polo nalazi se u Gradcu, Obala 15. i Heritage Villa Nobile, Dubrovnik , Između vrta 6. Opseg usluga u Boutique hotelu Marco Polo I Heritage Villa Nobile kao dio UTO Marco Polo, uključuje usluge smještaja i ugostiteljstva, i organizaciju pomoćnih djelatnosti, a sve usluge za koje je obrt registriran. Opseg poslovanja hotela/ville podložan je zakonima i propisima Republike Hrvatske.

KATEGORIZACIJA HOTELA

Akreditirana tijela Ministarstva turizma Hrvatske Boutique hotel Marco Polo kategoriziraju kao hotel s 4 zvjezdice, Heritage Villa Nobile 4 zvjezdice u skladu s važećim hrvatskim zakonodavstvom.

METODE REZERVACIJE I PLAĆANJA putem WEBSHOP-a na službenoj WEB STRANICI

Način plaćanja

UTO Marco Polo prihvaća mrežne kreditne kartice MasterCard, Maestro, Visa. Upiti za rezervaciju ili rezervaciju smještaja mogući su putem službene web stranice www.hotel-marcopolo.com.



Troškovi kartice ovisit će o odabranoj cijeni smještaja.

*Ako je odabrana **Standardna stopa**, potrebni su podaci o kreditnoj kartici bez naplaćivanja predujma.*

Uvjeti rezervacije ovise o vašem razdoblju rezervacije i kategoriji sobe i zabilježeni su pod navedenom rezervacijom. Objekt se ne naplaćuje, osim ako je rezervacija otkazana prema navedenim uvjetima rezervacije. Razdoblje otkazivanja ovisi o navedenim uvjetima rezervacije od 7 ili 14 ili 21 dana.

*Ako je odabrana **cijena bez povrata**, podaci o kreditnoj kartici obvezni su za cijelo plaćanje nakon rezervacije. Nema besplatnog otkazivanja.*

Potvrda rezervacije u oba slučaja predstavlja konačni ugovor između strana koji daje pravo hotelu da naplati rezerviranu smještajnu jedinicu, kao i pružanje rezervirane usluge. Hotel je dužan osigurati sigurnost i koristiti sve podatke korisnika u skladu sa zakonom, bez ikakve zlouporabe.

Uvjeti povrata, izmjene i prigovori

Troškovi kartice ovisit će o odabranoj cijeni smještaja. Izmjene rezervacija moguće su u bilo kojem trenutku, a sve u skladu s pravilima hotela. Rezervacija se smatra izmijenjenom u trenutku kada korisnik od hotela dobije pisanu potvrdu o promjeni. Povrat uplaćenog pologa u slučaju nepovratne

rezervacije nije moguć ako je rezervacija otkazana. Otkazivanje standardne cijene moguće je 7 - 21 dana prije dolaska u hotel. Za svako kasnije otkazivanje, hotel zadržava pravo naplaćivanja ukupne cijene. U slučaju rezervacije bez prikazivanja, hotel zadržava pravo naplate ukupne cijene. Ako se dogode bilo koje okolnosti koje se ne mogu predvidjeti, a koje su izvan kontrole hotela, hotel ima pravo otkazati rezervaciju u bilo kojem trenutku. Hotel zadržava pravo otkazati ili izmijeniti rezervaciju ako se zloupotreba sustava rezervacije procijeni ili napravi očitom korisničkom pogreškom. Potvrđenu rezervaciju smještajne jedinice hotel može zamijeniti jedinicom iste ili više kategorije po cijeni koja je postavljena prije izmjene. U slučaju nemogućnosti smještaja gosta zbog očite pogreške hotelskog osoblja, hotel je dužan pružiti korisniku alternativni smještaj s istom ili višom kategorizacijom. Ako je alternativni smještaj više cjenovne kategorije, razliku u cijeni snosi hotel. Alternativni smještaj temelji se na kategorizaciji Republike Hrvatske, a hotel se bori protiv razlike u alternativnom smještaju. U slučaju nemogućnosti pronalaska bilo koje dostupne alternative, hotel zadržava pravo otkaza rezervacije i povrata ukupne cijene. Hotel nije odgovoran za pogreške koje su posljedica komunikacije korisnika s partnerskim agencijama.

Izjava o sigurnosti

Plaćanje i kupnja na našoj web stranici potpuno su sigurni.

** * * * Sigurnost plaćanja kreditnim karticama Tajnost Vaših podataka je zaštićena i osigurana uporabom SSL enkripcije. Stranice za naplatu putem interneta osigurane su korištenjem Secure Socket Layer (SSL) protokola sa 128-bitnom enkripcijom podataka. SSL enkripcija je postupak šifriranja podataka radi sprječavanja neovlaštenog pristupa prilikom njihovog prijenosa. Time je omogućen siguran prijenos informacija te onemogućen nedozvoljen pristup podacima prilikom komunikacije između korisnikovog računala i WebPay servisa, te obratno. WebPay servis i financijske ustanove razmjenjuju podatke uporabom virtualne privatne mreže (VPN), koja je zaštićena od neautoriziranog pristupa. Monri Payment Gateway je certificiran prema PCI DSS Level 1 sigurnosnom standardu propisanom Visa i Mastercard pravilima. Trgovac ne pohranjuje brojeve kreditnih kartica i brojevi nisu dostupni neovlaštenim osobama.*

Izjava o pretvorbi

Sva plaćanja vršit će se u hrvatskoj valuti. Iznos za koji će se naplatiti vaš račun kreditne kartice dobiva se pretvaranjem cijene u eurima u hrvatske kune prema trenutnom tečaju Hrvatske narodne banke. Tijekom terećenja kreditne kartice, isti iznos pretvara se u vašu lokalnu valutu prema tečaju udruženja kreditnih kartica. Kao rezultat ove konverzije postoji mogućnost male razlike u odnosu na izvornu cijenu navedenu na našoj web stranici.

Prikupljanje podataka

UTO Marco Polo obvezuje se zaštititi osobne podatke kupaca, prikupljanjem samo potrebnih, osnovnih podataka o kupcima / korisnicima koji su potrebni za ispunjavanje naših obveza; informira kupce o načinu korištenja prikupljenih podataka, redovito daje kupcima mogućnost izbora o korištenju njihovih podataka, uključujući mogućnost odlučivanja hoće li se njihovo ime ukloniti s popisa koji se koriste u marketinškim kampanjama. Svi se korisnički podaci strogo čuvaju i dostupni su samo zaposlenicima kojima su ti podaci potrebni za obavljanje posla. Svi zaposlenici tvrtke UTO Marco Polo i poslovni partneri odgovorni su za poštivanje načela zaštite privatnosti.

UVJETI DOSTAVE

Naplata usluge

Korisnik je dužan platiti sve usluge koje nisu pokrivena plogom na blagajni. Uplaćeni depozit se vrši temeljem srednjeg tečaja na dan kada je dana ponuda / predračun i na koji je izvršeno plaćanje. Naplata usluga i preostalo plaćanje naplaćuje se po srednjem tečaju koji je dala Hrvatska narodna banka na dan plaćanja. Plaćanje je moguće gotovinom (samo u kunama) ili kreditnom karticom. Plaćanje kreditnom karticom podložno je tečajnim razlikama i eventualnim naknadama banaka izdavatelja, na koje hotel nema utjecaja.

CIJENE

Sve su cijene kategorizirane prema vrstama usluga, sve kategorizirane po vrstama u skladu s uslugama koje pruža tvrtka. Cijene smještaja uključuju noćenja za jednu / dvije osobe, doručak i važeću stopu PDV-a. Cijene se razlikuju ovisno o sezoni koja je jasno navedena u cjeniku smještaja. Dodatne usluge nisu uključene u cijenu smještaja i posebno se naplaćuju. Boutique hotel Marco Polo I Heritage Villa Nobile zadržavaju pravo promjene cijena. Hotel je dužan pružiti usluge smještaja po cijeni koja je pružena u pisanom obliku putem e-pošte. Boutique hotel Marco Polo I

Heritage Villa Nobile se ograđuje od bilo kojeg sadržaja objavljenog na mreži koji nije objavljen pod domenom u vlasništvu hotela. Gosti se uvijek mogu izravno obratiti hotelu kako bi provjerili valjanost internetskog sadržaja pronađenog prije dolaska u hotel. Neke web stranice koje sadrže usluge i ponude hotela partnerske su agencije s jasno navedenim pravilima dogovorenim između hotela i agencije. Pravila su navedena u pojedinačnim rezervacijama. Hotel nije odgovoran za bilo kakve sporove koji mogu nastati izravnom komunikacijom između partnerskih agencija i krajnjeg korisnika.

BORAVIŠNA (TURISTIČKA) PRISTOJBA

U skladu s propisima koji uređuju plaćanje boravišne pristojbe, gost mora platiti boravišnu pristojbu po plaćanju hotelskog smještaja. Iznos boravišne pristojbe koji se plaća u Hrvatskoj ovisi o sezoni i odredištu. Djeca mlađa od 12 godina isključena su iz boravišne pristojbe, dok djeca u dobi od 12 do 18 godina plaćaju popust od 50%. Boravišna pristojba plaća se istovremeno s nepodmirenim iznosom rezervacije. Iznos boravišne pristojbe jasno je naznačen na računu koji se gostu izdaje prilikom obračuna i plaćanja usluga.

USLUGE UGOSTITELJSTVA

Doručak je produženje usluge smještaja i uključen je u cijenu. Korisnici smještajnih i ugostiteljskih usluga dužni su poštivati područje određeno za konzumaciju hrane. Restoran je na raspolaganju našim gostima u vidu dodatnih usluga hotela Boutique Marco Polo Hotel i ne garantira sjedenje u à la carte restoranu tijekom usluge večere, stoga se preporučuju pravovremene rezervacije, kao i poštivanje vremena rezervacije večere. Sve ugostiteljske usluge Boutique hotela Marco Polo plaćaju se nakon konzumacije ili tijekom odjave (uz obvezu potpisivanja računa nakon konzumacije pića / obroka).

USLUGE POSREDOVANJA

Dodatne usluge u kojima bi hotel mogao posredovati (na primjer jednodnevni izleti) mogu se rezervirati prije dolaska u hotel ili tijekom boravka. Hotel ni u jednom trenutku nije odgovoran za dostupnost dodatnih usluga. Hotel je dužan posredovati u organizaciji putovanja koje je rezervirano, a rezervacija se smatra izvršenom nakon što se izda odobrena i potpisana potvrda. Dužnost hotela je obavijestiti korisnika usluge o putovanju i aktivnostima koje putovanje uključuje. Korisnik tada preuzima odgovornost za procjenu fizičkih i općih zdravstvenih mogućnosti za pojedine aktivnosti koje hotel meditera. Hotel je također dužan preporučiti pouzdanog partnera s kojim ima uspješnu povijest rada. Ako ga hotel obavijesti, a potom i pružatelj usluga putovanja, korisnik usluge prihvaća pojedinačnu aktivnost. Važno je napomenuti da uloga i dužnost hotela strogo rezerviraju ture.. Troškovi dodatnih usluga naplaćuju se u hotelu prije, tijekom ili na kraju boravka, osim ako nije drugačije dogovoreno u pisanom obliku.

alternative, hotel zadržava pravo otkaza rezervacije i povrata ukupne cijene. Hotel nije odgovoran za pogreške koje su posljedica komunikacije korisnika s partnerskim agencijama.

NAČIN USLUGE

Korisnik je dužan platiti sve usluge koje nisu pokrivene pologom na blagajni. Uplaćeni depozit se vrši temeljem srednjeg tečaja na dan kada je dana ponuda / predračun i na koji je izvršeno plaćanje. Naplata usluga i preostalo plaćanje naplaćuje se po srednjem tečaju koji je dala Hrvatska narodna banka na dan plaćanja. Plaćanje je moguće gotovinom (samo u kunama) ili kreditnom karticom. Plaćanje kreditnom karticom podložno je tečajnim razlikama i eventualnim naknadama banaka izdavatelja, na koje hotel nema utjecaja.

OSTALI UVJETI SMJEŠTAJA

- Prijava

Vrijeme prijave je u 15: 00h. Ranija prijava nije moguća. Pri prijavi korisnik je obvezan dati svoju osobnu iskaznicu (putovnicu) s koje se podaci unose u hotelski sustav uz suglasnost korisnika i pod obvezom Zakona Republike Hrvatske (potpisivanje tzv. Registracijske kartice).

- **Odjava**

Odjava je obavezna do 11:00. Ako korisnik ne napusti smještajnu jedinicu u određeno vrijeme, hotel zadržava pravo ući u jedinicu, premjestiti prtljagu gosta i naplatiti 50% cijene za jednu noć. Ako gost ne napusti jedinicu do 17:00, dodatna noć bit će mu dodana na račun. Međutim, moguće je dopustiti duži boravak uz brzu najavu, ugovorenu cijenu i naknadu od hotela.

- **Nastale štete**

Prilikom pregleda smještajne jedinice gost je dužan prijaviti vidljivu štetu i pogrešku. Svako kasnije izvješće neće biti upućeno prethodnom gostu, već gostu koji trenutno boravi u jedinici. Hotel zadržava pravo izračunati i naplatiti troškove svoje imovine za koju se procijeni da će biti uništena tijekom i nakon boravka gosta u hotelu. Korisnik je dužan poštivati svaku imovinu Kućnog reda, koja je jasno označena na mapi hotela.

- **Reklamacije gosta**

Sve moguće prigovore ili pritužbe hotel će uzeti u obzir ako su opravdani i dani na licu mjesta odgovornoj osobi ili upisani u knjigu prigovora u nazočnosti odgovorne osobe, koja će ih nakon toga poslati vlastima .

- **Održavanje smještajnih jedinica**

Svakodnevno održavanje smještajnih jedinica je dužnost hotela. Domaćinstvo se obavlja u jutarnjim satima, do 14:00 sati. Korisnik je dužan obavijestiti službu za čišćenje ako ne želi da mu se soba čisti, postavljanjem oznake zabrane na svojim vratima. Zadržavanje žiga duže od tri dana nije dopušteno, hotel je obvezan redovito brinuti o svojoj imovini. U svrhu održavanja okoliša sigurnim i čistim, zamjena ručnika vrši se prema prijedlozima gostiju. Korisnik je u mogućnosti kontaktirati recepciju 24/7, a hotel je dužan odgovoriti..

USLUŽITE OBVEZE KORISNIKA PREMA HOTELU

Korisnik je dužan poštivati hotelsku poslovnu politiku, istovremeno prihvaćajući opće uvjete hotela. Hotel daje pravo korištenja smještajnih jedinica uz mogućnost korištenja dodatnih

usluga. Smatra se dužnošću korisnika da se prema osoblju hotela i prema imovini odnosi s poštovanjem.

OBVEZE HOTELA PREMA KORISNICIMA USLUGA

Boutique Hotel Marco Polo/ Heritage Villa Nobile obvezan je pružiti ugovorenu i potvrđenu rezervaciju svom korisniku prema hotelskim standardima, podložno općim uvjetima koje korisnik prihvati. Stalna briga o kvaliteti usluge, pristojan i poštovan odnos prema korisniku od strane hotelskog osoblja, uz poštivanje zakonskih propisa, obveza je hotela.

NADLEŽNOST

Svaki spor ili neslaganje između hotela i korisnika pokušat će se riješiti dogovorom. U slučaju nemogućnosti pronalaska rješenja za spor ili neslaganje, sud u Splitu smatra se nadležnim.

GUBITAK ILI ŠTETA NASTALA NA IMOVINI GOSTA

Svi predmeti uneseni u hotel, njegovo parkiralište ili zemljište, uključujući dragocjenosti i audio-vizualnu opremu, donose se na vlastiti rizik. Hotel neće biti odgovoran za štetu ili gubitak imovine u vlasništvu gosta ili bilo koga ko je povezan s događajem / boravkom gosta u hotelu, bilo da su predmeti ostavljeni prije, tijekom ili nakon događaja / boravka. Boutique hotel Marco Polo, Heritage villa Nobile ni u kojem slučaju neće biti odgovoran za bilo kakav gubitak ili oštećenje vozila koja dovedete u hotel ili bilo koje imovine koja je u njima ostala.

UTO MARCO POLO

Boutique hotel Marco Polo, Obala 15. Gradac 21 330, Croatia

Heritage Villa Nobile, Između vrta 6. Dubrovnik 20 000, Croatia

OIB: 23148281545 ; VAT No: HR23148281545

IBAN: HR 58 23400091160193487

Swift code: PBZGHR2X

MB: 91044162

Phone: 00385 21 695 060

E-mail: info@hotel-marcpolo.com