

GENERAL TERMS AND CONDITIONS

Inter-nautika d.o.o. (hereinafter referred to as the "Provider")

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1) Subject matter and scope

1.1. These GTC regulate the conditions for booking, payment and use of accommodation in the Inter-nautika apartment house in Jezera (Murter Island) with a capacity of up to 16 people.

1.2. The provider operates accommodation services in accordance with the Hospitality Industry Act (Zakon o ugostiteljskoj djelatnosti). Zakon.hr

1.3. Accommodation is provided to businesses (B2B) and consumers (B2C). Special consumer protections do not apply to B2B.

2) Offer, price, and capacity

2.1. Price offer – off-season (October–April): €15/person/night. The price is valid for direct bookings and groups up to the total capacity of the house (up to 16 people) with the permanent presence of the property manager.

2.2. Prices are in EUR, exclude VAT, and do not include tourist tax, unless expressly stated otherwise in the booking confirmation (see Article 4).

3) Reservations and payments

3.1. The reservation is confirmed upon receipt of a deposit [50%] of the total price within [30] days of the offer. The balance is payable no later than [5] days before arrival / at check-in as confirmed.

3.2. Payments: by bank transfer to [IBAN] / by card / in cash (EUR). Any bank charges shall be paid by the guest/customer.

3.3. Invoicing is based on the details provided in the order; any changes must be reported before the document is issued.

4) Tourist tax (sojourn tax)

4.1. The tourist tax is charged in accordance with the Tourist Tax Act (Zakon o turističkoj pristojbi) and local decisions (rates vary by municipality/season). It will be charged according to the current rates on the day of your stay. [narodne-novine.nn.hr](http://narodne-novine.nn.hr/Zakon.hrgov.hr) Zakon.hrgov.hr

5) Mandatory guest registration (eVisitor) and documents

5.1. Each guest is required to present a valid ID card/passport for legal registration purposes.

5.2. The provider registers and checks out guests in the eVisitor system within 24 hours of arrival/departure; the guest is required to provide the necessary information. gov.hr

6) Arrival, departure, and house rules

6.1. Check-in: from [11:00] • Check-out: by [10:00], unless otherwise agreed.

6.2. Quiet hours in the house and surroundings: 10:00 p.m. to 7:00 a.m. Noisy events are prohibited without prior consent.

6.3. Smoking is only allowed [on the balcony/in designated areas]. Pets: [allowed, a fee will only be charged in case of significant soiling or damage to the equipment inside and outside the house].

6.4. The maximum occupancy of the apartments and common areas must not be exceeded.

6.5. The property manager is authorized to enter the apartment for maintenance/cleaning purposes after prior notification; in urgent situations (malfunction, safety hazard) even without prior notification.

7) Changes and cancellations by the guest

7.1. Cancellation conditions:

- up to 30 days before arrival: no charge;
- 29–14 days: 30% cancellation fee of the price of the stay;
- 13–7 days: 50% cancellation fee;
- < 7 days or no-show: 100%.

7.2. For contracts for specific accommodation dates concluded remotely, the 14-day right of unilateral withdrawal does not apply (exception for accommodation services for specific dates according to the Croatian Consumer Protection Act / transposition of Directive 2011/83/EU).

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Note: If you sell B2C online, you must still inform consumers about their right of withdrawal and exceptions – this exception applies to accommodation for a specific date. informatior.hr

8) Changes and cancellations by the Provider; force majeure

8.1. In the event of force majeure (e.g., natural disasters, malfunctions preventing safe operation), the Provider reserves the right to move the reservation to another suitable date/property of the same or higher category, or to refund the payments received; this shall extinguish any further claims (compensation for lost profits, etc.).

8.2. Guests will be notified of reasonable technical shutdowns (routine maintenance).

9) Deposit, damage, and liability

9.1. Upon arrival, a refundable deposit [€1000/apartment/for the entire house] may be required to cover damage, extraordinary cleaning, or violations of the GTC.

9.2. Guests are responsible for any damage caused to the equipment; they are obliged to report any damage immediately.

9.3. The provider is not responsible for guests' property stored outside the safe/secure storage; we recommend taking out travel/liability insurance.

10) Safety and maintenance

10.1. Guests are obliged to use the premises properly, save water/energy (island area), sort waste, and follow the administrator's instructions.

10.2. For safety reasons, it is forbidden to use your own high-power equipment (cookers, heaters, etc.) without permission.

11) Personal data protection

11.1. The provider processes personal data to the extent necessary for: concluding and fulfilling the contract, legal registration of guests in eVisitor, accounting, and protection of the provider's rights.

11.2. Processing is carried out in accordance with the GDPR (EU 2016/679) and the Croatian Act on the Implementation of the GDPR (NN 42/2018). The controller is Inter-nautika d.o.o.; contact email for privacy: [inter.nautika.croatia@gmail.com]. narodne-novine.nn.hrDla Piper Data Protection

11.3. Data is stored for the statutory period (eVisitor/accounting) and then securely destroyed. Data subjects have the right to access, rectify, restrict, object to, and erase data within the legal framework.

12) Complaints Procedure (prigovo)