Cancellation of guest reservation (terms)

In case the guest wishes to change or cancel the reservation made on his request, he must do so in writing (by e-mail or by mail). Changing is considered to change the number of persons or the date of commencement and / or termination of service use at least 30 days prior to the commencement of use. The first change of reservation, if possible, will be made free of charge. In the event that a booking change is not possible, and if the guest renounces the confirmed reservation, the cancellation conditions below apply. Changing the accommodation unit and any change within 30 days prior to the reservation and during booking is considered as cancellation of the reservation.

In the event of a cancellation of a fixed reservation, the date of receipt of a written cancellation is the basis for calculating the cancellation costs as follows:

• for cancellation of 60 days and more days until the beginning of the service or the agreed upon arrival of the guest Visit Croatia guarantees the refund of the paid amount of the advance. Visit Croatia offers the possibility to keep an advance with its validity and usability for a future reservation.

• for cancellation of the reservation from 60 to 30 days prior to the use of the service or the agreed upon guest's arrival Visit Croatia guarantees a refund of 50% of the paid amount

• for cancellation of the reservation from 30 days to the beginning of the service or the agreed upon arrival of the guest Visit Croatia does not make a refund of the paid amount of the advance, ie the guest is obliged to pay in full the total amount of accommodation from the reservation

• In case of absence of a guest, Visit Croatia is not able to refund the amount of the deposit paid and the guest is obliged to pay the full amount of the reservation

If the guest in the reserved accommodation unit does not arrive at midnight on the day of the commencement of the service and did not inform the Visitor's staff in a timely manner, the reservation is considered to be canceled and the cancellation costs are calculated according to the above. If a guest who fails finding a new user for the same reservation, Visit Croatia will charge only the actual costs caused by the replacement.

The cost of the advance payment is borne by the guest.