

## **Terms of purchase and privacy policy**

### **ABOUT US**

Croatia tours Makarska d.o.o. is locally based travel agency. We are specialized in mediating in renting private accommodation properties. We work directly with the owners to provide the best service and value to our clients. Our philosophy is to ensure that our guests have a completely relaxing holiday. We personally check all the properties, and provide our clients with accurate information about the locations and the properties. The photos of the properties are taken by us, or owned by the owner. The properties are under contract with Croatia tours Makarska d.o.o. and they all have licences issued by the Ministry of Tourism - Republic of Croatia. Our property managers are always available for assistance.

Croatia tours Makarska d.o.o.

Agency ID:

HR-AB-21-060115229

Address:

Obala kralja Tomislava 2, HR-  
21300 Makarska, Croatia

OIB: 39782409737, MBS: 060115229

Tax number: HR39782409737

Tel: +385 21 612 166

Fax: +385 21 612 311

Email: [contact@croatiatours-villas.com](mailto:contact@croatiatours-villas.com)

Web: [www.croatiatours-villas.com](http://www.croatiatours-villas.com)

Account holder: Croatia tours Makarska d.o.o.

IBAN(Account number): HR7423600001501798919

Bank: Zagrebačka banka d.d.

Trg bana Jelačića 10, HR - 10000 Zagreb, Croatia

SWIFT (BIC): ZABHR2X

The Company is entered into the register of the Commercial Court in Split, under number MBS: 060115229.

The Company's share capital amounts to 18.000,00 HRK and it has been paid in full.

Member of management: T. Mihaljević

## **Terms of use – rules and instructions**

### **Step 1**

After choosing your property, click on „Reservation“, select your dates and the duration of your stay on the booking calendar. You will be able to select only available periods, which are shown as a green selection on the calendar.

### **Step 2**

The details of your booking - review your selection. You can also review the general rental terms and conditions by clicking on the appropriate link.

### **Step 3**

Enter the number of adults, children and infants in your party, then enter your personal contact information.

You may also add a message if you have any requests or further questions.

It is advisable to enquire about the pets in the message area. The pet cleaning charge depends on the property and it can be from 0 to 100 euros per pet per week.

### **Step 4**

Review all the details of your booking and your payment method.

To secure your reservation downpayment of 30% is required.

The down payment is non-refundable, unless you have contracted a travel cancellation risk policy with your own travel insurance company.

The damage deposit is due in cash on arrival and it will be refunded on departure. Any damages will be deducted from the deposit amount.

## **PAYMENT METHOD**

For the 30% down payment please select one of the following payment methods:

- Credit card payment: Master Card, Visa, and Maestro cards are accepted. (due on booking)
- Bank transfers are accepted. (due within 3 days - additional terms apply)

For the 70% remaining payment please select one of the following payment methods:

- Credit card payment: Master Card, Visa, and Maestro cards are accepted. (due 30 days before arrival)
- Bank transfers are accepted. (due 30 days before arrival)

- Cash on arrival (due on arrival - may not be an option for some properties)

Please note that if you use your credit card for the down payment, your booking is instantly secured and you will receive a confirmation on the website and by email.

If you have selected a bank transfer for the down payment you will receive an email with all the details of your booking and instructions on how to proceed. To finalise the reservation you are required to follow the instructions in the email and confirm your reservation. After that you will receive payment details. You are required to make the payment in the next few days so we receive it in 3 working

days. After that period, if we are missing the down payment, you will be contacted and your reservation can be canceled. Bank transfers may not be possible if your arrival date is in 30 days or less.

Please note that if you select to pay the remaining 70% by cash on arrival you are not eligible for cancellation insurance and the down payment is not refundable in case of cancellation.

All the rates include VAT and tourist tax for all the members of your party.

## **PAYMENT ON OUR WEBSITE IS SECURE!**

Croatia tours Makarska d.o.o. takes credit card data security very seriously. For that reason we use T-com PayWay to securely handle credit card information. T-Com Pay Way applies the most modern standards of data protection - Secure Socket Layer (SSL) protocol with 128-bit encryption and MD5 algorithm. ISO 8583 protocol ensures that data exchange between T-Com System and the authorization centers of credit card companies is done in a private network that is protected from unauthorized access by double-layer firewall.



## **PAYMENT BY FOREIGN CREDIT CARD**

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 web site. Croatia tours Makarska d.o.o. can not be held responsible for any difference in price resulted by currency conversion.

## **Step 4**

### **CONFIRMATION**

Once the online payment is performed, you will receive a confirmation of the payment on your e-mail address.

### **CANCELLATION POLICY**

If you would like to cancel your payment, it is necessary to contact us in written on [contact@croatiatours-villas.com](mailto:contact@croatiatours-villas.com) and to explain reasons for the cancellation.

### **PRIVACY STATEMENT**

Croatia tours Makarska d.o.o. is committed to protect all personal data of their customers. We collect only the necessary, basic information about customers / users that are necessary to fulfil our obligations. We inform our customers about the way we collect data and regularly give customers a choice about the use of their data, including the decision whether or not they want to remove their name from lists used for informing campaigns. All user information are strictly confidential and available only where such information are necessary for job performance. All Croatia tours Makarska d.o.o. property managers and property owners are responsible for compliance with privacy principles.