

## CJENIK SMJEŠTAJA / ACCOMMODATION PRICE LIST

SOBA/ROOM	BROJ OSOBA/ NUM OF PERSON	PERIOD "L" 03.01. – 30.04. 01.11. – 24.12.	PERIOD „H” 01.05. – 31.10. 25.12. – 02.01
<p><b>„SLOVIN”</b> dvokrevetna/double room</p> 	<p>1/2  ili/or  2/2</p>	<p>340,00KN</p>	<p>400,00 KN</p>
<p><b>„BUK”</b> Trokrevetna / triple room</p> 	<p>1/3 - 2/3 - 3/3</p>	<p>420,00 KN</p>	<p>530,00 KN</p>
<p><b>„VILINA KOSA”</b> dvokrevetna / double bed</p> 	<p>1/2  ili/or  2/2</p>	<p>375,00 KN</p>	<p>465,00 KN</p>

SOBA/ROOM ***	BROJ OSOBA	PERIOD "L" 03.01. – 30.04. 01.11. – 24.12.	PERIOD „H” 01.05. – 31.10. 25.12. – 02.01
<b>BUNGALOV „VIR”</b> dvokrevetna / double bed 	1/2 ili/or 2/2	465,00 KN	670,00 KN
<b>APARTMAN „LEPTIR”</b> - dvije dvokrevetne sobe - two double bed room   	1/4 2/4  3/4 4/4	800,00 KN  1200,00 KN	1200,00 KN  1500,00 KN

**DODATNE NAPLATE/ ADDITIONAL PAYMENT:**

<b>DODATNI LEŽAJ* ILI DJEČJI KREVETIĆ</b> ONE EXTRA BED *OR BABY BED (*only for room „Vilina kosa“2+1 and AP „Leptir“ 4+1)	1/1	90,00 KN	90,00 KN
<b>DNEVNI ODMOR</b> (korištenje sobe do 4h / 14:00h-18:00h) <b>DAILY REST</b> (using the room for 4h/ 14:00h-18:00h)	1/1	300,00 KN	300,00 KN

\* Sve cijene su izražene u kunama (KN) i sadrže PDV.

#### DOPLATE / ADDITIONAL PAYMENTS:

##### 1. BORAVIŠNA PRISTOJBA / TOURIST TAX:

\* PRESEZONA I POSTSEZONA ( 01.01.-31.03. i 01.10.-31.12.) - 7,00 kn (0,95€)

\* SEZONA ( 01.04. – 30.09. ) – 10,00 kn (1,5€)

1. Djeca do 12 godina ne plaćaju / Children under 12 years – free of charge

2. Osobe od 12 – 18 godina plaćaju 1/2 iznosa / from the age of 12 to 18 years -half price

3. Osobe starije od 18 godina plaćaju puni iznos / more than 18 years - full price

**VRIJEME DOLASKA (CHECK IN): 14:00h VRIJEME ODLASKA (CHECK OUT): 10:00h**

**2. DORUČAK** nije uključen u cijenu noćenja, te se može dobiti u **konobi "Pod rastočkim krovom"** uz prethodni dogovor i najavu po cijeni iz važećeg Cjenika. Cijena standardnog doručka iznosi 40,00kn/osoba.

**BREAKFAST: is not include in room price but it can be ordered in our tavern "Pod Rastočkim krovom" with previous agreement and notice. Standard breakfast is 40,00kn per person.**

**3. ČIŠĆENJE APARTMANA(SOBE)** se dodatno naplaćuje 150,00 kn **CLEANING THE APARTMENT(ROOM)** is extra charged 150,00 kn **NAPOMENE/ NOTE:**

\* Cijena noćenja odnosi se na sobu - apartman i **ne uključuje cijenu doručka i boravišnu pristojbu./ Breakfast and tourist tax are not included in the price of rooms/app.**

\* Uvođenje kućnih ljubimaca u sobe i ostale zatvorene i otvorene prostore poduzeća - nije dozvoljeno./ *Pets are not permitted in the rooms or any open or closed object of the company.*

\* Dodatno zadržavanje u sobi naplaćuje se 75,00kn/sat/ *Staying in the room after check out (after 10:00h) is charged 75,00kn/hour.*

\* **Za 3 i više noćenja odobrava se popust od 10% na redovnu cijenu noćenja/10% discount on regular prices for 3 or more nights.**

\* **Za 5 i više noćenja odobrava se popust od 20% na redovnu cijenu noćenja/20% discount on regular prices for 5 or more nights.**

**Pravo na izmjenu cijena: U slučaju znatnog povećanja tečaja Eura u odnosu na Kunu i/ili zbog povećanja PDV-a, poduzeće zadržava pravo korekcije cijene smještaja / In case of significant increase of the Euro currency towards Kuna and/or the increase of VAT our company reserves the right to adjust the price of accommodation**

## OPĆI UVJETI PRUŽANJA USLUGA SMJEŠTAJA / General terms and conditions

### 1. SADRŽAJ PONUDE / General Terms - offers

SLOVIN UNIQUE –RASTOKE d.o.o. osigurava uslugu smještaja prema objavljenim informacijama, te prema opisu i terminu sukladno potvrđenoj rezervaciji, osim u slučaju više sile\*.

*\*These General Terms and travel regulations are a component part of the Agreement, between SLOVIN UNIQUE-RASTOKE d.o.o., Slunj, Rastoke 25b, Croatia (hereinafter: the Enterprise) and Traveller. All the information and terms in the program and these General Terms are binding for both the Enterprise and the Traveller unless otherwise determined by the Agreement.*

*The Enterprise ensures services according to the information published and valid at the time of the reservation confirmation, and according to the description and travel period in accordance with confirmed reservations except in circumstances beyond our control; illness of the service provider or his/her immediate family; outstanding circumstances which cannot be foreseen nor eliminated such as natural catastrophes (earthquakes, floods, fires, droughts); wars, strike, terrorist actions and limitations issued by the government (mobilisation, country exit ban).*

### 2. REZERVACIJE I UPLATE / Reservations and payment

Upiti i rezervacije smještaja primaju se elektroničkim putem, pismeno ili osobno u poslovnici SLOVIN UNIQUE–RASTOKE d.o.o.

Prilikom izvršene rezervacije gost potvrđuje da je upoznat s ovim Općim uvjetima pružanja usluge smještaja, te da ih u cijelosti prihvaća. Na taj način sve što je navedeno u ovim Općim uvjetima postaje pravna obveza kako za gosta, tako i za SLOVIN UNIQUE –RASTOKE d.o.o. Prilikom rezervacije gost je dužan dati sve podatke koje zahtijeva postupak rezervacije. Prilikom potvrde rezervacije gost je obavezan u roku od 2 dana uplatiti akontaciju u visini od 50 % od ukupne cijene. Ostatak plaćanja obavezan je podmiriti najkasnije na dan odlaska nakon korištenja usluge smještaja. Prilikom uplate iznosa usluga gosti su obvezni podmiriti sve troškove koje se odnose na transfer slanja novca sa računa gosta na račun SLOVIN UNIQUE –RASTOKE d.o.o.

*\*Inquires and accommodation reservations can be made via e-mail, in writing or in person at Enterprise`s office. By confirming a reservation, the Traveller confirms that he/she is aware of the General Terms and conditions of the travel services and fully comprehends and accepts these terms which are binding for both the Traveller and the Enterprise.*

*A deposit is required depending on the chosen payment method, while the balance payment must be made no later than 21 days prior to the beginning of the service, unless otherwise specified by the terms and conditions (with the exception of payment in instalments), with which the Traveller was introduced while confirming the reservation. Note for credit card payment - the credit card will be charged in the amount stated in Kuna according to the selling foreign exchange rate of Hrvatska poštanska banka on the charge date. Differences and fluctuations between the exchange courses of Hrvatska poštanska banka (our bank) and the Guest's credit card company are possible. All banking expenses, as well as any other additional expenses concerning the payment procedure, are taken by the Guest.*

### 3. BORAVIŠNA PRISTOJBA / Sojourn tax

Prema važećem Zakonu o boravišnoj pristojbi Republike Hrvatske, gost je dužan platiti boravišnu pristojbu istovremeno s plaćanjem usluge smještaja. Boravišna pristojba propisana Zakonom o boravišnoj pristojbi Republike Hrvatske iznosi od 7,00 do 10,00 kn po osobi na dan za odrasle osobe. Mladi od 12. do 18. rođendana imaju popust od 50% na taj iznos, dok djeca do 12. rođendana ne plaćaju boravišnu pristojbu. Na kalkulaciji (ponudi) za rezervaciju bit će izražen iznos boravišne pristojbe. U važećem cjeniku smještaja navedeno je da li je boravišna pristojba uključena u cijenu smještaja ili nije.

*\*According to the Law on sojourn tax of the Republic of Croatia, the Traveller is obligated to pay the sojourn tax along with his/her accommodation payment. According to the Law on sojourn tax of the Republic of Croatia, the sojourn tax is from 2,75 to 5,50 Kuna per person per day for adults. Adolescents from the age of 12 to 18 (but not after they have turned 18) are entitled to a 50% discount, while children under the age of 12 are exempted from paying the sojourn tax. The total amount of the sojourn tax for a specific reservation is determined by the destination in the Republic of Croatia as well as the accommodation service dates and is charged according to these General Terms simultaneously with the accommodation service final payment.*

### 4. CIJENA SMJEŠTAJA / Rates

Cijena smještaja uključuje osnovnu uslugu kako je opisano uz smještajnu jedinicu iz rezervacije. Posebne usluge su one usluge koje nisu uključene u cijenu smještaja (u opisu smještaja naznačeno izrijekom „cijena smještaja ne sadrži“, "po dogovoru" ili dodatne usluge koje su ostvarive uz

prethodnu najavu) pa ih stoga gost posebno plaća. Ove se usluge trebaju zatražiti prilikom rezervacije.

Cijene smještaja objavljene su u kunama (kn). SLOVIN UNIQUE –RASTOKE d.o.o. zadržava pravo promjene objavljenih cijena. Gostima koji su uplatili akontaciju za određenu rezervaciju, SLOVIN UNIQUE –RASTOKE d.o.o. jamči cijenu smještaja, navedenu u ponudi temeljem koje su uplatili iznos akontacije. Ukoliko se promjena dogodi prije uplate akontacije, SLOVIN UNIQUE –RASTOKE d.o.o. se obvezuje obavijestiti gosta o promjeni cijene. Ukoliko u rezerviranu smještajnu jedinicu dođe više osoba nego što je naznačeno na putnim dokumentima (voucher), pružatelj usluga ima pravo uskratiti smještaj nenajavljenim gostima ili prihvatiti sve goste uz nadoplatu nenajavljenih gostiju na licu mjesta.

*\*The price of the service includes the basic service as described in the price list for the reserved accommodation unit. Special or extra services are those services which are not included in the base price of the accommodation (marked "on request" in the description of the accommodation unit or Price List/Rates or additional services that are available through prior notification and additional payment) and as such are to be paid by the Traveller along with the reservation amount or at the spot, as indicated in our offer. Special and extra services/requests must be requested or announced during the reservation process. The service rates are stated in Kunas (kn). The Enterprise reserves the right to change the published rates. Travellers who have paid the deposit for a certain reservation are guaranteed by the Agency the accommodation rate listed on the offer based on which the deposit payment was made. Should rate changes occur prior to the deposit being paid, the Enterprise is obligated to inform the Traveller of these changes. All involved parties accept that the Enterprise reserves the right of changing the rates no later than 20 days prior to the beginning of the service if the following occurred after the reservation confirmation: changes in the foreign exchange rate, transportation cost increase, including fuel cost increase or an increase of service fees (at airports, other ports and the like) which directly affect the cost of the trip and of which the Agency was not and could not have known or been aware of, Should the increase in the price of the paid reservation amount to more than 10 %, the Traveller has the right to cancel his/her reservation and is also entitled to a refund without any additional compensation. Should the number of people arriving to the reserved accommodation unit exceed the number indicated, the service provider has the right to withhold service to unannounced travellers or accommodate all travellers provided that additional payment for the unannounced travellers is made on the spot.*

## **5. KATEGORIZACIJA I OPIS USLUGA / Categorization and service description**

Ponudene smještajne jedinice opisane su prema službenoj kategorizaciji nadležne institucije, te na temelju uvida u stvarno stanje smještaja prilikom objave.

*The offered accommodation units are described in accordance with the official categorization of the proper authority, as well as the actual state of the unit at the time of its publication.*

## **6. PRAVO SLOVIN UNIQUE –RASTOKE d.o.o. NA PROMJENE I OTKAZ / The Enterprise 's right to changes and cancellations**

SLOVIN UNIQUE –RASTOKE d.o.o. zadržava pravo promjene rezervacije ako nastupe izvanredne okolnosti koje se ne mogu predvidjeti, izbjeći ili otkloniti (vidi točku 1.). Rezervirani smještaj može se zamijeniti samo uz prethodnu obavijest gostu i to smještajem iste ili više kategorije i po cijeni smještaja po kojoj je gost potvrdio rezervaciju. Ako je zamjenski smještaj moguć samo u objektu više kategorije i po cijeni većoj za 15% od cijene uplaćene rezervacije, SLOVIN UNIQUE –RASTOKE d.o.o. zadržava pravo naplate razlike u cijeni uz konzultaciju gosta.

U slučaju nemogućnosti zamjene uplaćenog smještaja, SLOVIN UNIQUE –RASTOKE d.o.o. zadržava pravo otkaza rezervacije uz prethodnu obavijest gostu najmanje 7 dana prije početka korištenja usluge, te jamči povrat cjelokupnog uplaćenog iznosa. Ukoliko nije moguća adekvatna zamjena na dan početka korištenja usluge, SLOVIN UNIQUE –RASTOKE d.o.o. će se truditi gostu pružiti informaciju o mogućem smještaju koji nije u ponudi SLOVIN UNIQUE –RASTOKE d.o.o. i svakako vratiti gostu kompletan uplaćeni iznos za rezervaciju.

*\*The Enterprise reserves the right to make changes of reservations in the event of circumstances which cannot be predicted, avoided or eliminated (see Article 2). A reserved accommodation unit can only be changed with prior notification to the Traveller for an accommodation unit of the same category or of a higher category and at the price at which the Traveller confirmed the reservation. If the replacement accommodation is only possible in a higher-category unit where the price is 15% higher than the price of the paid reservation, the Enterprise reserves the right to charge the Traveller for the difference in agreement with the Traveller. In the event a replacement accommodation unit cannot be arranged, the Enterprise reserves the right to cancel the reservation with first notifying the Traveller no later than 7 days prior to the beginning of the service and guarantees a full refund of the paid amount. If an adequate replacement unit is not available on the day of the commencement of the service, the Enterprise will make an effort to provide the Traveller with information on possible alternative arrangements which are not a part of the Enterprise's offer and will refund the Traveller with the full amount paid for the reservation.*

## **7. PRAVO GOSTA NA PROMJENE I OTKAZ / The Traveler's right to changes and cancellations**

U slučaju da gost želi promijeniti ili otkazati rezervaciju učinjenu prema njegovom zahtjevu, mora to učiniti pismeno (e-mailom, poštom ili faxom). Pod promjenom se smatra promjena broja osoba ili datuma početka i/ili završetka korištenja usluge najkasnije 30 dana prije početka korištenja usluge. U slučaju da promjena rezervacije nije moguća, te ako gost zbog toga odustane od potvrđene rezervacije, primjenjuju se dolje navedeni uvjeti otkaza rezervacije. Promjena smještajne jedinice i svaka promjena unutar 30 dana prije početka rezervacije te tijekom korištenja rezervacije smatra se otkazom rezervacije.

U slučaju otkaza fiksno potvrđene rezervacije smještaja, datum primitka pismenog otkaza predstavlja osnovu za obračun otkaznih troškova kako slijedi:

- za otkaz do 21 dana prije početka korištenja usluge, naplaćuje se 30% od cijene smještaja,
- za otkaz od 20 do 9 dana prije početka korištenja usluge, naplaćuje se 50% od cijene smještaja,
- za otkaz od 8 do 2 dana prije početka korištenja usluge, naplaćuje se 80% od cijene smještaja,
- za otkaz 1 dan prije početka korištenja usluge, ili ako gost ne dođe ili otkáže unutar rezerviranog termina (tijekom korištenja usluge), naplaćuje se 100% iznosa ukupne cijene smještaja.

Ukoliko gost u rezerviranu smještajnu jedinicu ne dođe do kraja radnog vremena poduzeća na dan početka usluge, a nije se javio SLOVIN UNIQUE –RASTOKE d.o.o. ili pružatelju usluge, rezervacija se smatra otkazanom, pa se troškovi otkaza obračunavaju prema gore navedenom. Ukoliko stvarno nastali troškovi otkaza premašuju gore navedene troškove, SLOVIN UNIQUE –RASTOKE d.o.o. zadržava pravo naplate stvarno nastalih troškova. Ako gost koji otkazuje putovanje nađe novog korisnika za istu rezervaciju, SLOVIN UNIQUE –RASTOKE d.o.o. će zaračunati samo stvarne troškove uzrokovane zamjenom.

SLOVIN UNIQUE –RASTOKE d.o.o. će od svake pojedine stornirane rezervacije poslati gostu iznos umanjen za naknadu banke prilikom povratka novca.

*\* In the event the Traveller wishes to change or cancel a reservation made according to his/her request, he/she must do so in writing (via e-mail or fax). Changes constitute a change in the number of people or the names of the travellers, the date of the commencement and/or end date of the service and must be made no later than 30 days prior to the beginning date of the service in question. The first reservation change, provided that additional expenses can be avoided, will be performed without any extra charge. For each additional change a fee of 70,00 kn per change will be charged. If a reservation change is not possible and the Traveller cancels the confirmed reservation, the cancellation terms stated below*

apply. Change of accommodation unit and all other changes made within 30 days before the beginning of the reservation as well as during the reservation will be considered a cancellation. In the event the Traveller does not arrive to the accommodation by the working time on the beginning date of the service, without contacting the Enterprise or the service provider, the reservation will be cancelled and the corresponding cancellation fees will be charged according to the terms:

Payment dynamics

50% of the accommodation cost in accordance with the confirmed inquiry

70% of the accommodation cost no later than 21 days prior to the beginning of the service

100% of the total price in accordance with the confirmed inquiry (obligatory if the arrival date is in less than 21 days)

## 8. SLOVIN UNIQUE – RASTOKE d.o.o. / Obligations of the Enterprise

Dužnost SLOVIN UNIQUE – RASTOKE d.o.o. je briga o provedbi usluga kao i izboru pružatelja usluga, te briga o pravima i interesima gosta, sukladno dobrim običajima u turizmu. SLOVIN UNIQUE – RASTOKE d.o.o. će sve navedene obveze izvršiti u potpunosti i na opisani način, osim u izvanrednim okolnostima (točka 1.).

*\*The Enterprise's obligation is providing services as well as selecting the service provider while taking into consideration the rights and interests of travellers in accordance with the traditions of the tourism industry. The Enterprise will fulfil all the abovementioned obligations as described, except in circumstances beyond its control (Article 2) .*

## 9. OBVEZE GOSTA / Obligations of the Traveler

Gost je dužan:

- posjedovati valjane putne isprave,
- poštivati carinske i devizne propise države u kojoj je odredište
- pridržavati se kućnog reda u smještajnim objektima te surađivati s pružateljima usluga u dobroj namjeri,
- prilikom dolaska na odredište, pružatelju usluga predati dokument o plaćenju usluzi

U slučajevima nepoštivanja ovih obaveza, gost snosi troškove i odgovara za učinjenu štetu. Potvrdom rezervacije gost se obvezuje da će, ukoliko uzrokuje bilo kakvo oštećenje, pružatelju usluga na licu mjesta platiti svu uzrokovanu štetu.

*\*The Traveler is obligated to:*

*\* have valid travel documentation*

*\* respect and abide by all customs and foreign exchange regulations of the destination country abide by house rules of the accommodation units as well as cooperate with the service providers in a well-intentioned manner*

*\* upon arriving at the destination, present the service provider with the document proving the paid service (voucher received via e-mail)*

*If the Traveller does not follow these regulations, he/she will be held responsible for any expenses or damages. By confirming a reservation, the Traveller has agreed to compensate the service provider on the spot for any potential damages caused by his/her own negligence.*

## 10. PRTLJAGA / Luggage-baggage

SLOVIN UNIQUE – RASTOKE d.o.o. ne odgovara za oštećenu, uništenu ili izgublenu prtljagu, kao ni za krađu prtljage ili dragocjenosti u smještajnom objektu (preporuča se najam sefa). Izgubljena prtljaga ili krađa prijavljuju se pružatelju usluge smještaja i nadležnoj policijskoj postaji.

*\*The Enterprise is not responsible for lost, damaged or stolen luggage, nor for stolen luggage or valuables kept in the accommodation unit (renting a safe if possible or buying an insurance package which would include luggage insurance is recommended). Lost or stolen luggage is to be reported to the accommodation service provider or to the relevant police station.*

## 11. RJEŠAVANJE PRIGOVORA / Handling-filing complaints

Ako su usluge iz ponude nekvalitetno izvršene, gost može zahtijevati razmjernu odštetu tako da priloži pismeni prigovor. Svaki gost ima pravo prigovora zbog neizvršene uplaćene usluge. Svaki gost - nosilac potvrđene rezervacije, prigovor podnosi zasebno.

Postupak u svezi s prigovorom:

- Gost je dužan **na dan dolaska odmah** kod pružatelja usluga reklamirati neodgovarajuću uslugu i o tome obavijestiti upravu SLOVIN UNIQUE – RASTOKE d.o.o. putem recepcije ili telefonski na broj 00 385 47 801 460 ili 00 385 98 370 521. SLOVIN UNIQUE – RASTOKE d.o.o. se obvezuje da će poslati zastupnika, na mjesto prigovora, kojega je gost dužan pričekati u reklamiranom smještaju. Gost je dužan surađivati s predstavnikom SLOVIN UNIQUE – RASTOKE d.o.o. u dobroj namjeri da se otklone uzroci prigovora. Ako gost na samome mjestu ne prihvati ponuđeno rješenje prigovora koje odgovara uplaćenju usluzi, SLOVIN UNIQUE – RASTOKE d.o.o. nije dužan uvažiti naknadni prigovor (ukoliko postoji adekvatna alternativa u istom objektu gost je dužan prihvatiti je). SLOVIN UNIQUE – RASTOKE d.o.o. ne uvažava reklamacije vezane uz sadržaje koji nisu u sklopu i u ponudi objekta (ulični radovi, čistoća ulica, stanje objekata u neposrednoj blizini,...).

- Ukoliko ni nakon intervencije zastupnika SLOVIN UNIQUE – RASTOKE d.o.o. na licu mjesta problem nije bio otklonjen, zastupnik sastavlja pismenu potvrdu u dva primjerka, jedan za SLOVIN UNIQUE – RASTOKE d.o.o. i jedan za gosta. U tom slučaju, najkasnije 28 dana po povratku s odmora, gost je dužan poslati pismeni prigovor zajedno s potvrdom zastupnika, popratnim dokumentima i fotografijama koje dokazuju osnovu prigovora SLOVIN UNIQUE – RASTOKE d.o.o. e-mailom na [info@slunj-rastoke.com](mailto:info@slunj-rastoke.com) ili poštom na adresu SLOVIN UNIQUE – RASTOKE d.o.o., SLOVIN UNIQUE – RASTOKE d.o.o. će uzeti u razmatranje samo potpuno dokumentirane pritužbe zaprimljene u roku od 28 dana.

- Ukoliko gost ne reklamira smještaj na licu mjesta ne ostvaruje pravo povrata novca. Najviša nadoknada po prigovoru može doseći iznos reklamiranog dijela usluga, a ne može obuhvatiti već iskorištene usluge kao ni cjelokupni iznos usluge. Ovime se isključuje pravo gosta na nadoknadu idealne štete.

SLOVIN UNIQUE – RASTOKE d.o.o. se ne može smatrati odgovornom za eventualne klimatske i opće uvjete, čistoću u destinaciji, te sve ostale slične situacije i događaje koje mogu uzrokovati nezadovoljstvo gosta, a ne tiču se direktno kvalitete rezervirane smještajne jedinice.

*\*If the quality of the services provided is below standard, the Traveller can request compensation by filing a complaint in writing. Every Traveller is entitled to file a complaint if the paid services were not provided. Each traveller - reservation holder must file a complaint separately. The Traveller is obligated to file a complaint on the day of his/her arrival at the location of the service provider (receptionist or accommodation unit owner) and to inform the Enterprise office in Slunj either by email [info@slunj-rastoke.com](mailto:info@slunj-rastoke.com) or by phone at +385 47 801 460, 385 98 370 521. The Traveller is obligated to cooperate with the Enterprise representative in a well-intentioned manner so that the cause of the complaint can be resolved. Should the Traveller accept the proposed solution which corresponds with the service rendered on the spot, the Enterprise is not obligated to take additional complaints. If the problem is not resolved on the spot following an intervention, the Traveller is obligated to submit a written complaint along with supporting documents as well as any photographs to support the complaint to the Enterprise by e-mail at [info@slunj-rastoke.com](mailto:info@slunj-rastoke.com) or to the following address SLOVIN UNIQUE – RASTOKE d.o.o., 47 240 Slunj, Rastoke 25 b, no later than 8 days following the return of the Traveller from his/her trip.*

*The Enterprise shall only take into consideration fully documented complaints which are received within the 8-day deadline. The highest amount of compensation per complaint can amount to the complaint portion of the service and cannot encompass the used portion of the service or the total amount of the service. This excludes the Traveller's right to be compensated for ideal damages. The Enterprise cannot be held responsible for climate conditions, cleanliness, nor for other similar situations and events which can result in the dissatisfaction of travellers and are not a direct result of the accommodation unit (for example lack of snow, bad weather, crowds, lost or stolen property and the like).*

#### **12. NADLEŽNOST SUDA / Court jurisdiction**

Ako gost nije zadovoljan rješenjem prigovora, ima pravo na sudsku arbitražu. Za takav slučaj se utvrđuje nadležnost suda u Slunju.

*\*The Traveller and the Enterprise will aim to settle possible law suits in the application of this Agreement and if an agreement cannot be reached the issue will become subject to the decision of the Slunj Court jurisdiction, under the authority of the laws of the Republic of Croatia.*

#### **13. NAPOMENA / Note**

Uplatom akontacije, odnosno cjelokupnog iznosa za rezervaciju smještaja gost u cijelosti prihvaća ove Uvjete.

*\*Putting down a deposit, in other words, payment in full signifies that the Traveller fully comprehends and accepts the aforementioned terms. These General Terms and travel regulations override all former terms and travel regulations.*