



HOTEL ZAGREB  
SPLIT

## GENERAL TERMS AND CONDITIONS

### 1. OFFER CONTENT AND GENERAL TERMS

Hotel Zagreb hereafter hotel, places and sells hotel services according to published information, description, term and valid price list, with concurred reservation or signed contract on his behalf. If a third party (an agency) makes a booking for the customer, it is liable to the hotel as the booking party together with the customer as joint debtor. Sending booking request, customer confirms that he or she is familiar with hotel general terms and conditions and legal obligations resulting from it. All services are defined by the hotel rules and hospitality customs, everything which is in harmony with valid positive legislation of Republic of Croatia.

### 2. ACCOMODATION BOOKING AND PAYMENT

After sending booking inquiry, customer can execute his/her pre booking reservation. All correspondence will be under the name of the person who sent an initial booking request (in case of a person, his or her name, and in case of an legal entity, the name of the company).

Reservation holder (person who sent an initial booking request) has to be older than 18 years of age, and in case of multiple reservations, he/she should have an approval of all other persons mentioned in reservation inquiry. Reservation holder approves that he/she is authorized to represent all other persons mentioned in reservation/s and is in a compliance with terms of reservation. Reservation holder is obliged to provide all necessary information required for the reservation process. Reservation inquiries are considered all forwarded written inquiries such as of E-mail, fax, etc.

Based on customer inquiry, hotel will make a pre-reservation and will send total calculated amount based on the inquiry, and forward it (together with the general terms and conditions) to the reservation holder in a written form.

Reservation holder is responsible for fulfilling all of his/her obligations mentioned in a pre-reservation form, including deposit payment for the reservation. When reservation holder fulfills all obligations mentioned in a pre-reservation form, hotel will send a Voucher which serves as a hotel confirmation.

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In case that a reservation holder does not fulfill obligations until the specific date mentioned in pre-reservation form, it will be considered as an option expiry.

Difference between advance deposit payment and total reservation amount, reservation holder is obliged to settle latest until his/hers last day of stay, with mandatory credit card preauthorization, or total deposit payment.

By fulfilling terms and conditions in pre-reservation form customer accepts general terms and conditions of Hotel, which represents a legal binding contract conclusion.

In formal legal terms, reservation holder cannot pass its responsibility on other people mentioned in a reservation.

Reservation inquiries are not accepted from people under the age of 18, and in that case hotel withholds its right to reject reservation inquiry, without mentioning any reason.

Hotel withholds its right to reject, cancel, or change specific reservation due to abuse of a reservation system, or in case of a mistake made by customer.

Hotel is obliged to provide services and taking care of guest's rights and interests according to good practices in hospitality industry, good faith, and its liability to carry out its contractual duties with the diligence of a prudent business person, except in extreme circumstances. Hotel agrees that it will respect guest's privacy, and will not share any personal information to third parties, or use them in marketing activities, without prior guest approval. Hotel collects only information which is necessary for reservation realization. All personal information are available only to hotel employees who will use it for a business purpose. All parties involved (business partners and hotel employees) are responsible for respecting privacy protection principle.

### **3. HOTEL ACCOMODATION**

Room assignment will be predefined by the front office. If a customer (guest) was not specific on his room features, he will accept pre assigned room. Reserved rooms are available for check-in from 14:00 (2 PM) on the arrival day, and on the agreed day of departure, check-out is latest at 10:00 (10 AM).

### **4. PRICES**

Accommodation price includes main service described in the official price list, once the reservation is confirmed. Special services are the one that are not included in accommodation price (described in accommodation description "as per agreement" or "additional services which are realized with prior notice").

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Therefore the guest should pay them additionally. These services should be asked while making a reservation or directly at the reception.

Hotel reserves the right to change its prices in case of any fluctuations in exchange rates (above 0,5 %). In case of price adjustment, hotel can inform guest verbally or in written a form.

## 5. GUEST TRAVEL ADJUSTMENTS

If a customer (guest) is, for any reason, prevented from traveling, he can transfer his reservation to third parties, or amend his reservation for a different date. In this case, hotel has to be informed, at least 15 days before the arrival. If a customer (guest) decides to transfer his reservation, third party has to send his/hers written approval, otherwise hotel will charge reservation holder for all reservation costs.

## 6. OTHER ADJUSTMENTS

If you would like to amend reservation confirmation, you have to send it in a written form as soon as possible. Hotel will try to meet your requirements, but cannot guarantee that will be possible.

## 7. RESERVATION CANCELLATION

If you would like to cancel your reservation, you could do it in a written form (either by e-mail, fax or letter). Reservation cancellation will be accepted only from a reservation holder or a person to whom reservation is transferred. In case of a reservation cancellation, hotel withholds the right to apply cancellation costs, if is not predefined by the contract. According to the cancellation date, following cancellation policy should apply:

- In case of cancellation 14 days prior to arrival (no cancellation fee)
- In case of cancellation 14 until 7 days prior to arrival (30% of total reservation amount)
- In case of cancellation 7 until 0 days prior to arrival (50% of total reservation amount)
- In case of NO-SHOW (100 % of total reservation amount)

## 8. NON-REFUNDABLE OR PREPAID RESERVATIONS

In case of non-refundable reservation it is not possible to amend or cancel reservation. Hotel will charge a deposit, or total amount, immediately after reservation is made. Also, hotel will keep advance payment in case of reservation cancelation. In case of no show, advance payment or deposit will be forfeited. In

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case that guest has not checked-in before 19:00 hours (7 PM) on the arrival day and the hotel is not informed, reservation will be cancelled and above mentioned fees will apply.

Hotel will keep total advance payment, in case that guest decides to leave hotel before confirmed reservation term.

## 9. HOTEL RESERVATION AMENDMENTS

The hotel is entitled to rescind or amend reservation with an immediate effect if, for example, - acts of God and other circumstances which make the fulfilment of the reservation impossible and the hotel is not responsible for. Confirmed reservation unit (room) can be replaced with a similar or higher category room. Room rate will remain the same as it was confirmed at the time reservation was made. Hotel is due to inform guest accordingly and on time. In case the hotel is unable to find any suitable accommodation and reservation is paid in advance, hotel has the right to cancel a reservation and to make a full refund.

## 10. COMPLAINTS

According to an article 10<sup>th</sup> paragraph 1.dot 10 Law on hospitality services (NN 85/2015) customers (guests) can write a formal complaint to the hotel, for which hotel has to, without any delays confirm in written the receipt of the complaint. Guest can also send his complaint via post, fax and e-mail or on the following address: Pleter-usluge d.o.o, Čerinina 23, 10000 Zagreb, [uprava@pleter-usluge.hr](mailto:uprava@pleter-usluge.hr), Tel. 01/4861- 835, Fax: 01/4861 - 916. Our written reply will be delivered latest 15 days from the day complaint was received.

## 11. ARRIVAL AND DEPARTURE

It is defined by the hotel rules and is located in every hotel room and in lobby.

## 12. GUEST RESPONSIBILITIES AND OBLIGATIONS

Guest should have valid travel documents, while respecting custom and other regulations of Republic of Croatia, abiding hotel rules and instructions from the hotel staff.

Guest is obliged to keep property, furniture, equipment and environment in original condition as it was upon his arrival. If guest causes any damage to the hotel property, he is obliged to compensate all damage costs to the hotel.

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### **13. ADDITIONAL SERVICES**

Payment of additional services are defined either per agreement or per valid price list. Hotel does not claim responsibility for services that are arranged by third parties. All additional services should be arranged in advance at hotels front desk.

### **14. SOCIAL EVENTS**

Any hotel social event arrangement (birthday party, wedding, cocktail party, dinner, etc.) has to be approved by the hotel management. In case of bigger events, organizer has to inform hotel management in advance for which hotel can additionally charge the customer.

### **15. VALUE SAFETY**

Hotel will not be responsible for damaged, destroyed, lost or stolen luggage. The hotel is not responsible for loss, damage or theft of cash, jewelry or other valuables left unattended in guest rooms, unless they are stored in hotel safe. In case of any loss, damage, or theft, hotel reception and relevant police station needs to be informed.

### **16. PETS**

Pets are not allowed

### **17. HOTEL RESPONSIBILITY**

Hotel does not claim any responsibility in case of death, disease, or injury outside the policy cover insurance, unless hotel staff or facilities have caused harmful event by gross negligence.

Hotel will not be accountable for loss, interruption of any kind which is outside its control, including but not limited to the higher force, explosions, severe weather, fire or accident, war threats, civil riots, restrictions, change in municipal or any other state or local laws, and strike or other labor dispute.

In case of exemption from contract obligation execution, hotel responsibility will be limited on refund a deposit which has been pre payed according to the reservation confirmation (Voucher) or contract.

Hotel does not claim responsibility for any complaint resulting from a mechanical equipment failure, for instance heat pumps, boiler, etc., or any other failure of public utilities (water, gas and electric supply)

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Hotel does not have responsibility for noise, or any other distraction which is coming outside the hotel boundary and control.

Hotel does not have responsibility for any event outside our control, including bad weather, delays caused by various types of transportations, domestic appliance failure, injuries caused by inappropriate use of equipment, failure to follow directions, and damages which were deliberately caused by customer (guest).

### **18. CITY TAX**

City tax is charged according to the current legislation and guest is obligated to pay it together with an accommodation. City tax is not included in accommodation prices.

### **19. HOTEL CATEGORIZATION AND DESCRIPTION**

Offered accommodation and hotel capacities are described according to the official categorization of Republic of Croatia. Hotel does not claim responsibility for any verbal or written information that are incorrect which is provided by third parties, and not according to hotel official description.

### **20. OTHER RAMARKS**

With written confirmation of a reservation guest or a group of guests, natural person or legal entity accepts all above mentioned conditions. General conditions are available at the hotel reception and web page.

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