

Po Zakonu o pružanju usluga u turizmu, koji je Hrvatski sabor donio na sjednici 15. prosinca 2017.
Klasa: 011-01/17-01/119
Urbroj: 71-06-01/1-17-2
Zagreb, 20. prosinca 2017., Članak 21., tvrtka DETONI d.o.o. objavljuje slijedeće :

1. tvrtka i sjedište

DETONI d.o.o. ; Ulica kneza Trpimira 107, 21210 Solin, Hrvatska

2. ime i prezime voditelja poslova

Antonio Buble

3. svojstvo u kojem nastupa i ovlaštenja koja ima
Stalni zaposlenik tvrtke DETONI d.o.o, po Gl. 3. Čl 16-19 navezenog Zakona;ovlašten Uvjerenjem o položenom stručnom ispitu, Sveučilišta u Splitu , Ekonomski Fakultet, ur.broj 011-02/07-5/4, od 04.04.2008.

4. adresu e-pošte, broj telefona i telefaksa te radno vrijeme za rad s korisnicima u kojem je moguće uspostaviti izravan kontakt sa zaposlenicima turističke agencije

Email : info@detonicharter.com

Telefon : 00 385 21 882 778

Telefaks : 00 385 21 882 778

Radno Vrijeme : Ponedjeljak – Petak 09:00-16:00

5. broj sudskog ili drugoga javnog registra u koji je turistička agencija upisana te podatke o registru

Nadležni sud

Trgovački sud u Splitu

MBS

060098691

OIB

59884852364

Status

Bez postupka

Tvrtka

DETONI za trgovinu i usluge, putnička agencija društvo s ograničenom odgovornošću

DETONI d.o.o.

Sjedište/adresa

Solin (Grad Solin)

Kneza Trpimira 107

Temeljni kapital

45.200,00 kuna

Pravni oblik

društvo s ograničenom odgovornošću

Predmet poslovanja

- 21.2 Proizvodnja proizvoda od papira i kartona
- 22 Izdavačka i tiskarska djelatnost
- 29.1 Proiz. str. za proiz. i korišt. meh. energije
- 35 Proizvodnja ostalih prometnih sredstava
- 50 Trgovina mot. vozilima; popravak mot. vozila
- 51.1 Posredovanje u trgovini (trgovina na veliko uz naknadu ili na ugovornoj osnovi)
- 51.2 Trg. na veliko polj. sirovinama, živom stokom
- 51.3 Trg. na veliko hranom, pićima, duhan. proizv.
- 51.41 Trgovina na veliko tekstilom
- 51.42 Trgovina na veliko odjećom i obućom
- 51.43 Trg. na veliko el. aparatima za kućanstvo, radio uređajima i TV uređajima
- 51.44 Trg. na veliko staklom, tapetama, sapunima, porculanom, deterdžentima i ostalim proizvodima za čišćenje
- 51.45 Trgovina na veliko parfemima i kozmetikom
- 51.47 Trg. na veliko ostalim proizv. za kućanstvo

- 51.5 Trg. na veliko nepolj. poluproizv., otpacima
- 51.6 Trg. na veliko strojevima, opremom i priborom
- 51.7 Ostala trgovina na veliko
- 52.1 Trgovina na malo u nespecijaliziranim prod.
- 52.2 Trg. na malo živežnim nam. u spec. prod.
- 52.33 Trg. na malo kozmetičkim i toaletnim proizv.
- 52.41 Trgovina na malo tekstilom
- 52.42 Trgovina na malo odjevnim predmetima
- 52.43 Trgovina na malo obućom i kožnim proizvodima
- 52.44 Trgovina na malo namještajem, opremom za rasvjetu i proizvodima za kućanstvo, d.n.
- 52.45 Trgovina na malo električnim aparatima za kućanstvo, radiouređajima i TV uređajima
- 52.46 Trg. na malo željeznom robom, bojama, staklom, ostalim građevnim materijalom
- 52.47 Trgovina na malo knjigama i papirnatom robom, novinama, časopisima i pisaćim priborom
- 52.48.1 Trg. na malo uredskom opremom i računalima
- 52.48.2 Trgovina na malo satovima
- 52.48.3 Trgovina na malo sportskom opremom
- 52.48.4 Trgovina na malo igrama i igračkama
- 52.48.5 Trgovina na malo cvijećem
- 52.48.6 Trgovina na malo gorivima
- 52.5 Trg. na malo rabljenom robom u prodavaonicama
- 52.6 Trgovina na malo izvan prodavaonica
- 52.7 Popravak predmeta za osobnu uporabu i kuć.
- * Posredovanje i zastupanje u prometu robe i usluga
- * Prodaja robe s konsignacijskog skladišta
- * Zastupanje stranih tvrtki
- 71 IZNAJMLJIVANJE STROJEVA I OPREME, BEZ RUKOVATELJA I PREDMETA ZA OSOBNU UPORABU I KUĆANSTVO
- * Održavanje i popravak brodova i čamaca
- 61 Vodeni prijevoz
- * Pripremanje hrane i pružanje usluga prehrane, pripremanje i usluživanje pića i napitaka i pružanje usluga smještaja
- * Turistička djelatnost; Pružanje usluga u nautičkom, seljačkom, zdravstvenom, kongresnom, športskom, lovnom i drugim oblicima turizma, pružanje ostalih turističkih usluga i dr.
- * Djelatost marina
- * Cestovni prijevoz putnika i tereta
- * Međunarodni prijevoz putnika i tereta u cestovnom prometu
- * Usluge putničke agencije
- * Usluge turističkog vodiča i turističkog animatora
- * Usluge skipera

Osnivači/članovi društva

MIHOVIL BUBLE, OIB: 00402320232)
 Solin, KNEZA TRPIMIRA 107
 - jedini osnivač d.o.o.

Osobe ovlaštene za zastupanje

Mihovil Buble, OIB: 00402320232
 Solin, Kneza Trpimira 107
 - član uprave
 - direktor, zastupa Društvo pojedinačno i samostalno

Pravni odnosi

Osnivački akt:

Odlukom člana Društva od 20. veljače 2008. godine, izmijenjena je Izjava od 21. prosinca 2004. godine, u uvodu i naslovu, u čl. 3 odredbe o članu Društva, u čl. 4 odredbe o tvrtci, u čl. 5 odredbe o sjedištu, u čl. 6 odredbe o predmetu poslovanja i u čl. 20 odredbe o Upravi. Čistopis Izjave od 20. veljače 2008. godine, uz javnobilježničko posvjedočenje, dostavljen je u Zbirku isprava suda.

Odlukom člana Društva od 4. travnja 2016.g. u cijelosti je izmijenjena Izjava od 20. veljače 2008.g. poglavito u dijelu koji se odnosi na sjedište i upravu.

Ostali podaci

RUL I 9196
 Id kod turističke agencije : HR-AB-060098691

6. osobni identifikacijski broj ili PDV identifikacijski broj ako je obveznik plaćanja poreza na dodanu vrijednost

OIB 59884852364

7. pojediniosti o nadležnom tijelu čijem službenom nadzoru podliježe djelatnost turističke agencije

Ministarstvo turizma - Samostalni sektor turističke inspekcije
Trg maršala Tita 8 / I, 10000 Zagreb, Hrvatska

8. jasne upute o načinu podnošenja prigovora odnosno o načinu na koji rješava potrošačke pritužbe

OBAVIJEST O NAČINU PODNOŠENJA PISANOG PRIGOVORA POTROŠAČA

Sukladno čl. 10. st. 3. Zakona o zaštiti potrošača („Narodne novine“, br. 41/14) obavještavam potrošače da prigovor kojim iznose svoje nezadovoljstvo u odnosu na kupljeni proizvod ili pruženu uslugu mogu podnijeti u pisanom obliku i to u ovim poslovnim prostorijama te će im bez odgađanja pisanim putem biti potvrđen primitak tog prigovora. Prigovor se također može podnijeti putem pošte na adresu:

DETONI d.o.o.
Kneza Trpimira 107 , 21210 Solin, Hrvatska

ili na
e-mail adresu: info@detonicharter.com

odnosno, na telefax broj: 00385 21 882 778

Odgovor na pisani prigovor potrošača dat ćemo u pisanom obliku najkasnije 15 dana od dana primitka prigovora, pa stoga molimo da nam u svom prigovoru navedete Vašu kontakt adresu za dostavu odgovora.

9. opće uvjete poslovanja za usluge koje pruža odnosno opće uvjete poslovanja turističke agencije čije usluge prodaje i/ili za koje posreduje, na hrvatskom jeziku i jezicima na kojima nudi svoje usluge

Opći uvjeti poslovanja

1. Ponuda

Turistička agencija DETONI d.o.o., sa sjedištem u Solinu, Kneza Trpimira 107(u daljnjem tekstu agencija), bavi se posredovanjem i izvršavanjem smještaja gostiju s noćenjem na plovilima za iznajmljivanje- CHARTER u svoje ime i za svoj račun i tako gostu osigurava smještaj s noćenjem

2. Rezervacija i plaćanje

Upiti za rezervaciju smještaja se primaju elektroničkim putem, pismeno ili osobno u poslovnicu agencije. Prilikom izvršene rezervacije gost potvrđuje da je upoznat s ovim Općim uvjetima. Na taj način sve navedeno postaje pravna obaveza za gosta i za agenciju.

Dodatno , uz ove Opće Uvjete, Agencija zadržava pravo uključanja posebnih uvjeta po svakom posebnom najmu.

3. Cijena usluge

Cijena smještaja uključuje osnovnu uslugu kako je navedeno u rezervaciji: najam, posteljina, ručnike, opremljenu kuhinju s potrebnim posuđem i priborom, utrošak vode, struje i plina.

Boravišna pristojba nije uključena, te se treba platiti posebno.

Cijene smještaja su dogovorene direktno između Agencije i gosta.

U slučaju promjene cijena određenog plovila nakon izvršene prijave, a prije uplaćene akontacije, agencija se obvezuje odmah obavijestiti gosta o tome te mu poslati novi obračun. Gostima koji su uplatili akontaciju agencija jamči da će im preostali dio biti obračunat po osnovi prijašnje kalkulacije po kojoj je gost i rezervirao smještaj na plovilu.

Opis usluga

Ponuđene smještajne jedinice opisane su prema dobroj praksi smještaja gostiju s noćenjem na plovilu-CHARTER. Svaki gost treba biti primljen u čistu i urednu smještajnu jedinicu. Gosti u smještajnu jedinicu dolaze subotom poslije 16.00 sati, a na dan odlaska smještajnu jedinicu napuštaju subotom do 09.00 sati. Predaja ključa smještajne jedinice se obavlja u objektu za primopredaju ključeva od strane predstavnika agencije.

5. Pravo agencije na promjene i otkaz

Agencija ima pravo promijeniti ili otkazati rezervirani smještaj ako prije ili za vrijeme odmora nastupe izvanredne okolnosti koje se ne mogu izbjeći ili otkloniti. Agencija tada uz pomoć vlasnika gostu nudi zamjenski smještaj, ali sve isključivo uz odobrenje i suglasnost gosta. Ponuđeni smještaj treba biti iste ili više kategorije po cijeni smještaja po kojoj je gost potvrdio rezervaciju.

6. Pravo gosta na promjene i otkaz

Ukoliko gost želi promijeniti ili otkazati rezervaciju učinjenu prema njegovu zahtjevu, treba to učiniti pismenim putem. U slučaju fiksno potvrđene rezervacije privatnog smještaja, datum primitka pismenog otkaza predstavlja osnovu za obračun otkaznih troškova:

- Za otkaz rezervacije do 60 dana prije početka korištenja usluge klijentu će se vratiti 50% iznosa uplaćenog predudjma umanjen za iznos manipulativnih troškova.

- Za otkaz rezervacije od 59 do 1 dana prije početka korištenja usluge klijentu se neće vratiti uplaćeni predujam.

Ukoliko gost u rezervirani smještaj ne dođe do 16.00 sati na dan početka usluge, a nije unaprijed javio agenciji ili pružatelju usluge, rezervacija se smatra otkazanom pa se troškovi obračunavaju prema gore navedenom.

7. Obveze agencije i vlasnika

Dužnost agencije je brinuti se o provedbi usluga, a također i o izboru vlasnika te o pravima i interesima gosta sukladno običajima u turizmu. Vlasnik je dužan osigurati da se gostu pruže sve zakupljene usluge te stoga odgovara gostu zbog možebitnog neizvršenja zakupljenih usluga ili dijela usluga. Agencija i vlasnik isključuju svaku odgovornost u slučaju promjena i neizvršenja usluga prouzročenih višom silom.

8. Obveze gosta

Gost je obavezan:

- posjedovati ispravne putne isprave, te dozvole za upravljanje plovilom
- poštivati sve propise Republike Hrvatske
- pridržavati se kućnog reda u smještenoj jedinici te surađivati s vlasnikom ili agencijom u dobroj namjeri
- vlasniku u cijelosti nadoknaditi svaku načinjenu štetu u smještenoj jedinici.

Gost će snositi odgovornost i troškove nastale zbog nepoštivanja obveza.

Kućni ljubimci su u određenim smještajnim kapacitetima dobrodošli uz prethodnu najavu. Dovođenje ljubimca na odmor podrazumijeva da je on cijelo vrijeme uz gosta te da ga se ne ostavlja bez nadzora.

9. Rješavanje prigovora

Gost ima pravo tražiti određenu naknadu za neizvršene usluge koje je platio. Pri zahtjevu gost mora priložiti pismeni prigovor.

Postupak u vezi s prigovorom:

- Ukoliko gost na samom odredištu nije zadovoljan stanjem smještajne jedinice, treba odmah po dolasku izvijestiti agenciju, odnosno reklamacije odmah iznijeti vlasniku. Gost je obavezan surađivati s predstavnikom agencije i vlasnikom u dobroj namjeri da bi se uzroci nezadovoljstva uklonili. Ako je prigovor opravdan te pružena usluga vlasnika nije zadovoljavajuća, agencija će napraviti sve da gost dobije prihvatljivo rješenje koje odgovara usluzi uplaćenju vlasniku. Agencija ili vlasnik ne smiju gostu kao zamjenski smještaj ponuditi uslugu manje vrijednosti.
- Ako gost samoinicijativno napusti smještajnu jedinicu i pronađe drugi smještaj, te tako agenciji ne pruži priliku da riješi problem, onda gost nema pravo tražiti povrat novca niti uputiti tužbu za nadoknadu štete.
- Najkasnije u roku od 8 dana poslije povratka s puta gost mora agenciji predati pisani prigovor (uz od vlasnika potpisano izvješće o situaciji i eventualne račune o prouzrokovanim troškovima). Agencija se obvezuje riješiti prigovor u roku od 15 dana od dana primitka prigovora. Gost se odriče posredovanja bilo koje druge osobe, sudske ustanove ili davanja informacije u medije dok agencija ne donese odluku. Ovime se isključuje pravo gosta na naknadu neizravne štete. Nije li gost na mjestu događaja reklamirao neadekvatne usluge odnosno ako je podnio pisani prigovor nakon isteka 8 dana poslije povratka s puta, agencija takav prigovor neće uvažiti.

10. Nadležnost suda

Nije li gost zadovoljan kako je agencija riješila njegov prigovor, ima pravo na pokretanje sudskog postupka. U tom slučaju bit će nadležan Trgovački sud u Splitu.

Napomena:

Ne prihvaćamo reklamacije za ponude u zadnji čas kao ni za smještaj na sniženju (akciji)!

VERZIJA NA ENGLESKOM JEZIKU – ENGLISH VERSION :

According to the Law on Provision of Tourism Services, which was adopted by the Croatian Parliament at its session of 15 December 2017.

Class: 011-01 / 17-01 / 119

Note: 71-06-01 / 1-17-2

Zagreb, 20 December 2017, Article 21, company DETONI d.o.o. announces the following:

1. company and headquarters

DETONI d.o.o. ; Ulica Kneza Trpimira 107, 21210 Solin, Croatia

2. the name and surname of the VODITELJ POSLOVA

Antonio Buble

3. the property in which it performs and the powers it possesses
Permanent employee of DETONI d.o.o, by Gl. 3. Article 16-19 of the Act, Authorized by the Certificate of Passed Professional Exam, University of Split, Faculty of Economics, no. 011-02 / 07-5 / 4, dated 04.04.2008.

4. e-mail address, telephone and fax number, and working hours for users where it is possible to establish direct contact with employees of the travel agency

Email: info@detonicharter.com

Phone: 00 385 21 882 778

Fax: 00 385 21 882 778

Working Time: Monday - Friday 09: 00-16: 00

5. The number of court or other public register in which the tourist agency has entered this register information

Competent court

Commercial Court in Split

MBS

060098691

OIB

59884852364

Status

No procedure

company

DETONI for trade and services, a travel agency with limited liability

DETONI d.o.o.

Headquarters / address

Solin (town of Solin)

Kneza Trpimira 107

share capital

HRK 45,200.00

Legal form

a limited liability company

Subject of business

21.2 Manufacture of paper and cardboard products

22 Publishing and printing

29.1 Manufacture. p. for production. and use. meh. energy

35 Manufacture of other transport equipment

50 Trgovina mot. vehicles; repair mot. vehicles

51.1 Trade mediation (wholesale trade on a fee or on a contract basis)

51.2 Market. in the big field. raw materials, livestock

51.3 Market. great food, drinks, tobacco. Prod.

51.41 Wholesale of textiles

51.42 Wholesale of clothing and footwear

51.43 Market. to big el. household appliances, radios and TVs

51.44 Market. large glass, carpets, soaps, porcelain, detergents and other cleaning products

51.45 Wholesale perfume and cosmetics shop

51.47 Market. a lot of other manufactures. for household purposes

51.5 Market. to a great nonsense. semi-finished products, waste

51.6 Market. on large machines, equipment and accessories

51.7 Other wholesale

52.1 Retail trade in non - specialized prod.

52.2 Market. a little livable to us. in spec.

52.33 Market. a little cosmetic and toilet product.

52.41 Retail sale of textiles

52.42 Retail sale of clothing accessories

52.43 Retail sale of footwear and leather goods

52.44 Retail sale of furniture, lighting equipment and household articles, d.n.

52.45 Retail sale of electrical household appliances, radio and television

52.465 Market. on a piece of iron goods, paints, glass, other building materials

52.47 Retail sale of books and paper goods, newspapers, journals and writers

52.48.1 Market. on small office equipment and computers

52.48.2 Retail trade of watches

52.48.3 Retail sale of sports equipment

52.48.4 Retail sale of games and toys

52.48.5 Retail sale of flowers

52.48.6 Retail trade of fuels

52.5 Market. on a little used goods in stores

52.6 Retail sale outside the store

52.7 Repair of personal and household goods.

* Mediation and representation in the transport of goods and services

* Sale of goods from consignment warehouse

* Representation of foreign companies

71 RENTING OF MACHINERY AND EQUIPMENT, WITHOUT HANDLING AND PERSONAL AND HOUSEHOLD APPLICATIONS

* Maintenance and repair of ships and boats

61 Water transport

* Food preparation and provision of food, preparation and serving of drinks and beverages and provision of accommodation services

* Tourist activity; Providing services in nautical, peasant, health, congress, sport, hunting and other forms of tourism, provision of other tourist services,

* Marina's work

* Road transport of passengers and cargo

* International transport of passengers and freight in road traffic

* Travel agency services

* Tour guide and tourist animator services

* Skipper services

Founders / members of society

MIHOVIL BUBLE, OIB: 00402320232)

Solin, KNEZA TRPIMIRA 107

- sole founder d.o.o.

Authorized representative

Mihovil Buble, OIB: 00402320232

Solin, Kneza Trpimira 107

- Member of the Board

- Director, represents the Company individually and independently

Legal relationships

Founding act:

By a decision of the Company member of 20 February 2008, the Declaration of 21 December 2004, in the introduction and title, has been amended in Art. 3 Articles of Association of the Company, in Art. 4 Company Terms, in Art. 5 provisions of the seat, in Art. 6 provisions on the subject matter and Art. 20 provisions of the Administration. The Puritan of the Statements of 20 February 2008, with the non-public testimony, was submitted to the Court Registry Collection.

By the decision of the Company member of April 4, 2016. the Declaration of 20 February 2008 was amended in its entirety. particularly in the part related to headquarters and administration.

Other data

RUL I 9196

Id code of tourist agency: HR-AB-060098691

6. personal identification number or VAT identification number if the taxpayer is to pay value added tax

OIB 59884852364

7. Details of the competent body whose official supervision is subject to the activity of the travel agency

Ministry of Tourism - Independent Sector of Tourism Inspection

Trg maršala Tita 8 / I, 10000 Zagreb, Croatia

8. Clear instructions on the manner of filing the complaint, ie the manner in which the consumer resolves

NOTIFICATION ON THE METHOD OF SUBMITTING THE EXPLOITED CONSUMER PROCEEDINGS

In accordance with Art. Article 10 Paragraph 3 of the Consumer Protection Act (Narodne novine, No. 41/14) informs consumers that complaints with which they express their dissatisfaction with the purchased product or the services provided

may be submitted in writing in these business premises and they will without delay, in writing, confirm receipt of that objection. An objection can also be filed by post to the following address:

DETONI d.o.o.
Kneza Trpimira 107, 21210 Solin, Croatia

or on
e-mail address: info@detonicharter.com

or by telefax number: 00385 21 882 778

The response to the written complaint of the consumer will be given in writing no later than 15 days from the date of receipt of the complaint, so please give us your complaint in response to your contact address for delivery of the response.

9. the general terms of business for the services provided or general terms of business of the travel agency whose services it sells and / or mediates, in the Croatian language and languages in which it offers its services

General business terms

1. Offer

The Tourist Agency DETONI d.o.o., headquartered in Solin, Kneza Trpimira 107 (hereinafter referred to as the Agency), deals with the mediation and accommodation of guests with overnight stays on charter boats - on behalf of and on behalf of the charter, thus providing guests with accommodation overnight

2. Reservation and payment

Inquiries for booking accommodation are received electronically, in writing or in person at the Agency's branch office. When making a reservation, the customer confirms that he is familiar with these General Terms and Conditions. In this way all the above becomes a legal obligation for the guest and for the agency.

In addition, subject to these General Terms and Conditions, the Agency reserves the right to include special conditions for each booking.

3. Price of the service

The price of the accommodation includes a basic service as stated in the reservation: rent, bed linen, towels, equipped kitchen with necessary utensils and utensils, water, electricity and gas consumption.

Residence tax is not included and is payable separately.

Accommodation prices are agreed directly between Agency and Guest.

In the event of a change in the price of a vessel after the application has been made, and before the advance payment has been paid, the agency undertakes to notify the guest immediately about it and send it a new bill. Guests who have paid the agency's advance guarantee that the remainder will be charged on the basis of the previous calculation according to which the guest has booked accommodation on the vessel.

Description of service

The offered units are described in accordance with the good practice of accommodating guests on a charter-charter night.

Every guest should be admitted to a clean and neat accommodation unit. Guests arrive at the accommodation unit on Saturdays after 4 pm, and on the day of departure the apartment unit leaves Saturday until 09:00. Submit key location The surrender of the key of the accommodation unit is done at the reception facility of the agency's agent side.

5. Agency's right to change and cancellation

The Agency has the right to change or cancel the booked accommodation if there are exceptional circumstances that can not be avoided or eliminated before or during the break. The Agency then offers alternate accommodation with the assistance of the owner, but only with the approval and consent of the guest. The offered accommodation should be of the same or higher category at the price of the accommodation upon which the guest confirms the reservation.

6. The guest's right to change and cancel

If a guest wants to change or cancel a reservation made on his request, he should do so in writing.

In the case of a fixed booking of private accommodation, the date of receipt of a written cancellation is the basis for calculating the cancellation costs:

- To cancel the reservation up to 60 days prior to the start of use of the service, 50% of the amount of the paid advance will be returned to the client less the amount of the manipulation costs.
- To cancel the reservation from 59 to 1 days before the start of use of the service the customer will not be refunded the advance payment.

If the guest does not arrive at the hotel until 16.00 on the day of the beginning of the service and has not informed the agency or the service provider in advance, the reservation is considered to be canceled and the costs are calculated according to the above.

7. Obligations of the Agency and the Owner

The Agency's duty is to take care of the implementation of the service and also of the choice of the owner and of the rights

and interests of the guest in accordance with the customs in tourism. The owner is obliged to ensure that guests are provided with all the services they rent and therefore responds to the guest due to the potential non-performance of the leased services or part of the service. The Agency and the owner shall exclude any liability in case of change or failure to perform services caused by force majeure.

8. Obligations of the guest

Guest is obliged to:

- Possessing the correct travel documents and the permits to operate the vessel
- respect all regulations of the Republic of Croatia
- Observe the house order in the unit and cooperate with the owner or agency in good faith
- to compensate the owner fully for any damage done to the unit.

The guest will bear the responsibility and the costs incurred for non-compliance.

Pets are welcome at certain accommodation facilities upon prior notice. Bringing a pet on a vacation implies that he is at all times with his guest and that he is left unattended.

9. Resolving the complaint

The complaint procedure:

- If a guest at the destination is not satisfied with the condition of the accommodation unit, it is necessary immediately upon arrival inform the agency, ie the complaint immediately to the owner.

The guest is obliged to cooperate with the agency representative and the owner in good faith to do so the causes of dissatisfaction have been removed. If the complaint is justified and provided the service of the owner

Not satisfactory, the agency will do everything to get the customer an acceptable solution that responds to the service paid to the owner. Agency or owner may not be a guest in substitution accommodation offer a lesser value service.

- If the guest leaves the accommodation unit in the same way and finds another accommodation, and thus does not give the agency an opportunity to resolve the problem, then the guest has no right to claim a refund or filing a claim for damages.

- At the latest within 8 days after returning from the trip, the guest must send the written complaint to the agency (with the owner's signed a report on the situation and eventual invoices on the incurred costs). The Agency is obliged to settle the objection within 15 days of the day

receipt of the objection. The guest waives the mediation of any other person, court institution or providing information to the media while the agency does not make the decision. This excludes the right of the guest to compensation for indirect damage. Did not a guest advertise on the site of the event

inadequate services or if he filed a written complaint after 8 days later returning from the street, the agency will not accept such objection.

10. Jurisdiction of the Court

Is the guest not satisfied with how the agency solved his complaint, he has the right to initiate court proceedings. In this case, the Commercial Court of Split will be competent.

Remark:

We do not accept bids for bids at the last minute as well as for accommodation on a discount!