TERMS AND CONDITIONS

CANCELLATION POLICY

Guests have the right to cancel the booking. If the guest cancels the booking, Vladimir Radenković reserves the right to compensation depending on the cancellation timing:

Cancellation 7 or more days before arrival: 100% of the amount will be refunded to the guest's account within 1–14 business days.

Cancellation less than 2-7 days before arrival: 80% of the booking amount is non-refundable.

Cancellation less than 2 days or no-show: 100% of the booking amount.

In case of a refund, the funds will be returned to the same card used for the transaction. In case the service subject to the booking cannot be provided due to the reasons falling within the sole liability of the guest or due to force majeure, without fault on the part of Vladimir Radenković, the guest is not entitled to compensation or a reduced price.

COMPLAINT POLICY

In accordance with the Consumer Protection Act, if you are not satisfied with our service, you can send us a complaint.

How to submit;

By email: welcome@villa-beller.com

By post: Poljanska Cesta 12, 51414 Ičići, Opatija

Please include your name, contact details, and a short description of the issue.

We will confirm receipt and send you a written reply within 15 days from receiving your complaint.

JURISDICTION POLICY   
  
  
Any disputes arising from these Terms and Conditions shall fall under the jurisdiction of the Commercial Court in Zagreb. Alternatively, disputes may be settled through the Mediation Centre of the Croatian Chamber of Trades and Crafts ([Centar za mirenje | Hrvatska obrtnička komora](https://www.hok.hr/usluge-rjesavanja-sporova/zakonski-i-drugi-propisi/centar-za-mirenje)). Croatian law shall apply to all matters arising under these Terms and Conditions.

1. Guests are obliged to take care of their belongings and valuables left in the apartments, and the host is not responsible for their possible disappearance. All valuables are to be stored in the apartment safe.

2. Guests are responsible for their behavior in the house and its surroundings, and in the event of an accident they are solely liable.

3. Guests are obliged to lock the front door of the apartment when they leave the apartment.

4. The host is allowed, in the absence of the guest, in special circumstances, to enter the apartment to prevent possible damage or danger.

5. It is forbidden for guests to destroy equipment and furniture, cause riots, and disturb other guests. In particular, it is forbidden to make noise in the time between 10 PM and 8 AM.

6.The apartment can be used only by persons who are duly registered as guests, and the host can approve any visits at the request of the guest.

7. Weapons, explosives, and highly flammable materials are not allowed.

8. The use of equipment and devices that are not part of the offer of the apartment is allowed only with the consent of the host.

9. If there is disappearance or damage to installations, furniture, appliances, equipment of the apartment, the guest is obliged to inform the host. If the disappearance or damage was caused by the fault of the guest, the guest is obliged to reimburse the appropriate equivalent.

10. It is forbidden to take out devices and equipment (towels, blankets, kitchen accessories, etc.) from the apartment.

11. The guest must present the host an ID card or passport immediately upon arrival, to be registered via eVisitor.

12. Bedding and towels are included in the price and changed once a week (bedlinen) if the guest wishes or as needed.

13. Smoking is not permitted inside the apartments. Take into account the possible risk of fire.

14. Pets are not allowed.

15. Check-in from 2 PM on the day of arrival, check-out before 10 AM on the day of departure.

16. The keys have to be returned at check–out.

17. In case of non-compliance with the house rules, the host has the right to terminate the right to stay subject to payment of fee for the whole booked period.