TERMS AND CONDITIONS

RESERVATIONS

Inquiries and reservations are accepted via our website, by mail, e-mail, mobile phone or in person at the hotel reception. When booking via this website, the user confirms acceptance of these General Terms and Conditions in full. Everything stated below becomes legally binding, both for the user and for the Bellevue Hotel. For final confirmation, the guest is obliged to provide all information.

In order for the reservation to be valid, the user is obliged to pay an advance payment of 30% of the reservation value.

Advance payments can be made ONLINE / BY CREDIT CARD or OFFLINE via bank transfers, as well as in person at the hotel reception.

Also, in order for the reservation to be considered valid, the user must guarantee the reservation with a valid credit card. The credit card is used only as a guarantee; payment is made upon arrival at the reception, by credit card or in cash. The facility reserves the right to pre-authorize the credit card in the amount of the full price of your entire stay. Your personal information, as well as your credit card information, are fully protected. Data transfer is via

a secure server. Check-in time is from 2:00 PM and check-out time is until 11:00 AM. All reservations made via the online reservation system are considered valid only after confirmation of the reservation by the Bellevue Hotel Sales Office. The reservation notification/confirmation must be presented upon check-in. Reservations can be confirmed online or by email. All services are charged at the hotel reception before departure.

CANCELLATION AND NO-SHOW POLICY

Cancellations received up to 7 days before arrival: no fees will be charged.

Cancellations received within 6 days before arrival: 100% of the total stay will be charged except in case of illness or force majeure.

No-show, early departure or reduction of stay: 100% of the total stay will be charged.

In case of special prepayment rates:

Full payment in advance with non-refundable policy at the time of booking. The full amount of the reservation will be charged to your credit card shortly after confirmation of the reservation. Reservations cannot be cancelled or changed except in the event of illness or force majeure. The credit card will be charged the full amount in euros.

All prices include VAT and breakfast. Tourist tax is not included.

CREDIT CARD PURCHASE SECURITY STATEMENT

Confidentiality of your information is protected and secured by using SSL encryption. Pages for web payment are secured by using Secure Socket Layer (SSL) protocol with 128-bit data encryption. SSL encryption is a data coding procedure for prevention of unauthorized access during data transfer.

This enables a secure data transfer and prevents unauthorized data access during communication between user and Monri WebPay Payment Gateway and vice versa.

Monri WebPay Payment Gateway and financial institutions exchange data by using their virtual private network (VPN) which is also protected from unauthorized access.

Monri Payments is PCI DSS Level 1 certified payment service provider.

Credit card numbers are not stored by Merchant and are not available to unauthorized personnel.

TOURIST TAX

In accordance with the regulations governing the payment of tax, the customer is required to pay the tourist's residence tax when paying for their accommodation. The Tourist tax in the Republic of Croatia varies from destination to destination, to which you are travelling. Children under 12 years are not paying while children between 12 and 18 years have a 50% discount. The amount must be paid upon payment of the cost. The amount of paid tax is clearly specified on the invoice issued to the user upon calculation and payment of services. The amount of tourist tax is determined by decision of Croatian Government.

FACILITY CATEGORIZATION

The authorized bodies of the Ministry of Tourism, in accordance with applicable legislation categorize facility and accommodation of Hotel Bellevue.

GUESTS DUTIES AND OBLIGATIONS

The guest is obliged to supply and carry all personal documents necessary for arrival and departure to the hotel Bellevue. The client is required to abide by the rules and regulations prescribed by hotel Bellevue. The client is required prior to arrival to check the visa regime between the Croatian and the country of origin, and check whether it is required any additional travel document for his entry and stay in the Republic of Croatia.

DAMAGE

Hotel Bellevue reserves the right, and client hereby authorize the Company to charge given credit or debit card for any damages incurred to client room or to the property during client stay or for any items that are missing form room after client check out.

THE RIGHT OF OBJECTION

NOTICE ON FILING A WRITTEN COMPLAINT
Pursuant to Article 10, paragraph 1, item 10 of the Hospitality Industry Act (Official Gazette Nos. 85/15, 121/16, 99/18, 25/19, 98/19, 32/20, 42/20, 126/21, 152/24), and pursuant to Article 10 of the Consumer Protection Act (Official Gazette Nos. 19/22, 59/23), we inform our guests (consumers) that a complaint regarding the quality of our services may be submitted at the reception desk of the Hotel, where a written confirmation of receipt will be provided without delay.

Alternatively, a written complaint may be sent by post to the following address:

Hotel Bellevue (Riva sunca d.o.o.)

Obala hrvatske mornarice 1

22 000 ŠIBENIK

Or through electronic address, on e-mail: sales@bellevuehotel.hr

We will provide a written response to the consumer's complaint within 15 days from the date of receipt of the complaint and will maintain and keep a record of guest complaints for one year from the date of receipt of the written complaint.

JURISDICTION

Any disagreements should be settled in a satisfactory manner for both parties, and if a solution cannot be reached, territorially competent court will be accepted.