

CONDITIONS OF LEASE:

1. GENERAL TERMS

1. Villas Lucy (address Preko Dobročeva 22 a / b / c , Marina 21222, Croatia)
2. Villas Owner, respectively its authorised representative – lessor
3. Villas Guest – lessee
4. House rules – list of basic rules of behaviour in the villa and on the villa property
5. Lease Contract – written certification of reservation + villa lease Conditions
6. Reservation Certification – written reply by villa owner for payment of lease or advance of payment for lease of villa
7. Guest reservation of villa – procedure of guest reservation of villa to the Croatian Tourist Board (HTZ)

2. VILLAS

1. Description of villas and list of equipment are displayed in text, photo and video on the web. The villas owner is responsible for the accuracy of the data on the villa webpage.
2. When guests arrive at the villa, it must be clean and fully functional. The owner is responsible that all appliances in the villa are in working condition. If this is not the case, the guest is to inform the owner immediately about the problem, and the owner is obligated to rectify this as soon as possible.

GENERAL CONDITIONS OF LEASE

3. Guests are obligated to act responsibly in the villa and on the property of the villa with adequate care, in compliance with the rules of Conditions of Lease and House rules, stated on the villa web page and in a visible place in the villa.
4. The villa guest has the responsibility to leave the villa in the state in which he found it. During the lease of the villa, the guest is obligated to report the incurrance of any damage in the villa or on the villa property. Before departure the villa guest is obligated to view the villa and the villa property with the owner of villa. The guest must answer to the owner for any incurred damages. In such cases the owner of the villa has the right to charge for damages from the damage deposit.
5. If the guest upon entering the villa notices a lack of cleanliness, damages or any other irregularities, or has any other complaints, he is obligated to report them. Complaints concerning cleanliness are to be reported immediately at first hand. The villa guest is obligated to report any other complaints without deferral or within 24 hours to the villa owner. In this case the villa guest is obligated to allow the villa owner sufficient time to remove the cause of complaint.
6. At no time is it permitted for more people to vacate the villa than is proscribed, as stated on the villa web page. While vacating the villa, the villa guest is obligated to inform the villa owner of all who might come visit as guests. The villa guest is obligated to ask the owner of the villa permission if the number of guests in the villa or on the villa property the number as proscribed.
7. The villa owner cannot be claimed responsible for any noise emanating from another property, construction site, road etc. If the villa owner is able lessen

such noise he will do so as soon as possible. While on the villa property, villa guests are prohibited from disturbing public order and peace.

8. The villa owner is responsible for all pool equipment, cleaning the pool and sanitary water in the pool. The villa guests are obligated to adhere to the regulations villa owner has provided them. The villa guests are responsible for their own use of the pool.
9. Children are prohibited from being in the pool or near the pool without adult supervision. In case of damage to any outer equipment of the pool or pool lid, villa guests are obligated to remunerate any damages to the villa owner. It is possible that the pool is out of use outside of the summer season.
10. Children are not allowed to use the gym and sauna on their own, only in the presence of a parent or adult.
11. Guests are asked to use the gym conscientiously and responsibly without forcing their own limits and to leave the equipment and weights in the condition in which they were found.
12. The owner is not responsible for any injuries on the entire property of the villa, especially on the children's playground, gym, in / around the pool or sauna.
13. It is not permitted to keep pets in the villa .
14. The departure of guests before the end of the scheduled lease and without prior notification will result in risk and cost to the villa guests.
15. The price of accommodation and other services as stated on the villas webpage or partner agency webpage are in the currency of the euro. The villa owner cannot be responsible for any charges by any other banking institutions. In case of reservation cancellations all payments to the villa owner are non-refundable. It is recommended that guests personally sign an insurance policy for reservation cancellation.
16. Upon the transfer of the lease the villa owner will provide the villa guest with a receipt for the lease and other services. The expenses of water, gas electricity, internet, bedding, towels, dishrags, final cleaning of the villa interior, pool maintenance and that of the surroundings, tourist tax and VAT (value added tax) are included in the lease price of accommodation.
17. The villa owner cannot be accounted responsible for cases of a „greater power“ (war, natural disasters, ecological disasters, epidemics, border closures, strikes...) which could not have been foreseen when signing the lease contract.
18. On the basis of the regulation (EU) number 2016/679 of the European parliament and committee 27.04.2016 on the protection of the individual concerning the processing of information and the free movement of such information, all guests are to provide the villa owner with some form of identification (ID card, passport) or Authorisation for the use of necessary personal information for guest reservation. After guest reservation the villa owner has the responsibility to destroy this collected guest data.
19. Villa guests have the right to a written complaint on the accommodation services offered. Written complaints are to be sent to the villa owner's email address. The villa owner is obligated to reply with a written answer within 15 days of receiving the complaint.

1. PROCEDURE OF LEASE AND TRANSFER

1. The villa lease Contract begins with the reservation. Within (3) days of the reservation the guest must pay an advance to the villa owner which amounts to at least 30% of the total cost of lease for the period of the reservation. The contract is considered complete at the moment when the villa owner receives the advance sum. In cases in which payment is not completed three (3) days from the day of reservation, the lease Contract is considered terminated, thus the owner is authorised, without informing the villa guest, to negotiate a lease Contract with another guest. The villa owner, although not obligated, can send a notification to the guest as a reminder on the obligation of payment with a reminder of the required date of its completion. The guest is to pay the entire remainder to the villa owner in less than 30 days from the beginning of the lease period.
 2. By paying the reservation advance the villa guest unconditionally accepts the lease Conditions. Upon receiving the payment, the villa owner must send a written registration confirmation to the guest via email. Reservation confirmation includes: the villa owner's contact information, villa location and address, number of villa guests, number of villa guests under the age of 25 , number of guests to the age of 1, term of villa reservation, arrival and departure time of villa guests, advance payment amount and total lease amount for the term of reservation. A written reservation confirmation with these lease Conditions of which the villa lease Contract consists.
 3. The proscribed number that can be accommodated at one time in the villa is eight (8). Children under the age of one are not included in this number.
 4. The scheduled time of arrival of guests to the villa is 16:00 local time at the latest. The villa guests' time of departure is in 10:00 local time at the latest. The villa owner will await the guests for payment of lease and the guest check-in process. The villa guest is obligated during the payment of lease to provide the villa owner with identification for inspection for the guest check-in process. Payment of lease will be enacted only in cases of full payment of the villa lease and the payment of deposit at the amount of 2000 euro. The purpose of the deposit is the insurance of damages on the villa owner's property. If the guest causes any damage to the villa owner's property the villa owner can charge these damages from the deposit. If these incurred damages are greater than the deposit amount the villa owner has the right to demand the payment of the remaining amount in cash on site. In cases of departure later than noted the villa guest is obligated to pay for all additional expenses on site.
1. The villa owner can cancel the villa lease contract in cases when:
 - guests do not adhere to the regulations of the House rules and those of the lease conditions,
 - the villa guest does not complete payment in the term as stated in these lease conditions,
 - villa guests through careless behaviour incur damages to the villa or the villa property,
 - villa guests do not adhere to the regulations the villa owner provided them and do not respect the regulations of these lease conditions which pertain to the pool and pool equipment,

- all villa guests during transfer do not permit the villa owner to inspect their identification (identity card, passport) for the purpose of the proscribed check-in process,
- if there are more people in the villa or the villa property without the villa owner's permission,
- villa guests disturb the peace or ignore the villa owner's warning that they are disturbing the peace,
- villa guests are smoking in the villa interior,
- the occurrence of a „greater power“ as described in these lease Conditions.

1. FINAL PROVISIONS

1. Villa guests are to send special requests not included in the villa lease price (such as the order of ingredients, food, drink, cooks etc.) to the villa owner in advance via. If possible the villa owner will, himself or through a third party, fulfil the villa guests' special requests.
2. In cases of breach of these lease conditions the villa owner is authorised to cancel the lease Contract, in which the villa guest no longer has the right to a refund of the amount paid for accommodation from the villa owner. Cancellation of lease Contract comes into effect immediately, without a cancellation period. Villa guests are then obligated to leave the villa immediately and permanently.
3. The unauthorised use of data published on the villa web page, even in part, is prohibited by law and represents a breach of copyright.
4. In cases of dispute all disputes will be resolved amicably. Otherwise it will be resolved by the authority of the court in Split and the application of Croatian law.

HOUSE RULES:

Dear Guests,

Welcome to Villas „, Lucy “ !

We are very pleased that you have chosen our villa for your vacation. For your comfortable sojourn, we would like to introduce you with a few notifications.

Villas „, Lucy “ is equipped partially with a family heritage, furniture and details, and we are glad and proud that they are still attractive. We would like to provide you a comfortable sojourn like we did with a number of guests that have been here before you. The main purpose of Villas „, Lucy “ is to provide a comfortable accommodation, and it is our wish that all the guests get a „feels like home“ experience during their stay. To make this possible please consider the following facts:

- Check-in is scheduled at 4 pm, and departure at 10 am.
- The interval from 10 am to 4 pm is used to clean and prepare the house, exterior, swimming pool, etc.
- The house is cleaned and maintained only with ecological and biodegradable detergents which are our contributions to the environment.
- In case of booking more than 7 nights – basic cleaning every 7 days (4 hours) and changing the bed linen and towels
- The house rooms are individually air-conditioned, **and we kindly ask you to check the doors and windows to be properly closed when the air condition is operating, in order not to waste the electrical energy.**
- In the case of a bad weather or a storm, all the parasols, windows, doors and shutters have to be closed and secured.
- Using of the swimming pool , gym , sauna and the contents of the house interior and exterior are on your own responsibility. We recommend you to use the pool reasonably and without extreme exhibitions. It is strictly forbidden to jump into the pool from fences, balconies, etc. In this case, the owner of the villa can cancel the stay of guests in the villa without discussion..
- Children are not allowed to use the gym and sauna on their own, only in the presence of a parent or adult.
- Guests are asked to use the gym conscientiously and responsibly without forcing their own limits and to leave the equipment and weights in the condition in which they were found.
- If you rent bikes from us, you ride them at your own risk and we are not responsible for any physical injuries.
- The swimming pool is equipped with the automatic water filtering device. Cleaning of swimming pool is needed once or twice a week, depending on weather conditions and the way of use. Please, use the swimming pool according to the appending notifications.
- All the electrical devices in the house should be used with the reasonable caution and in the accordance with the provided manual instructions.
- Smoking in the house is not allowed.
- Use of the fireplace in the house is not allowed, except in the Villa Cherry fireplace
- Pets are not allowed .

- Persons who are not registered as „ Villa Lucy “ guests are not allowed to stay in the house overnight or during whole day and use inventory without explicit permission of the house hosts.
- To ensure a pleasant and comfortable sojourn for the successive guests we ask you please to leave the house in the state like it was when you came.
- If guests have unknowns about serving with exercise equipment, electrical appliances, washing machines, mixers, etc. instructions for use can be sought in the house or ask the hostess of the villa.
- During the time of your stay, please feel like in your own home!
- In the case of any need, we are at your disposal 24/7.
- According to the General Data Protection Regulation (GDPR) a consent is needed to use a personal data for checking-in and checking-out of tourists.
- According to the Consumer Protection Act, written complaint to the provided accommodation services are submitted to the following e mail:
lucy.lemoncherryplum@gmail.com
- The response to the written complain will be replied within 15 days from receiving.
- Contact phone number : Miss. Aida 00385993232020 , Mr. Saša 00385912014441
- WiFi password : lucy.plum / lucy.cherry / lucy.lemon