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BOOKING THROUGH \*\*\*\*\*www.villa-beller.com\*\*\*\*\*\*

Our website offers two ways to book accommodations.

First, by email inquiry: you may send us your request and we will respond with an offer. The booking is only valid upon receipt of advance payment in accordance with the terms of the offer. If no advance payment is received within the given deadline, the booking is not effective.

Second, by direct booking through our booking engine on the website: booking is effective immediately if payment is secured by credit card. In case of advance payment by bank transfer, booking is confirmed if payment of the deposit due is made in accordance with the terms of the booking option received.

Children irrespective of age are counted into the number of persons booking the accommodation. No discounts apply.

Before completing payment, you must confirm that you have read and agree to the terms and conditions.

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.

All prices are VAT exempt. Vladimir Radenković, Nikoleta Radionov Karlović, Ilija Karlović and Verica Prusina are all entitled to the VAT exemption according to Art. 90. par. 2. VAT Act.

JURISDICTION POLICY

Any disputes arising from these Terms and Conditions shall fall under the jurisdiction of the Commercial Court of 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 aply to all matters arising under these Terms and Conditions.

CONTACT

If you have any questions regarding the safety of your personal data while using this website or any other inquiries, please send an email to \*\*\*\*\*\*welcome@villa-beller.com\*\*\*\*\*\*\*

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.

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