



PALACE  
NATALI

Palace Natali  
Privežna 21, Dubrovnik, Croatia  
[www.palacenatali.com](http://www.palacenatali.com) / [sales@palacenatali.com](mailto:sales@palacenatali.com)  
tel: +385 20 494 280

## General Terms

### Reservations and methods of payment

Palace Natali welcomes guests over the age of 14. Enquiries and reservations are accepted via our web page, by post, by email, by telephone or in person at our front desk. In reserving accommodation via these web pages, the guest confirms acceptance of these General Guest Terms in their entirety. All conditions listed hereafter are thus binding on both the guest and Palace Natali. In making a reservation, the guest must supply all information requested. In order for a reservation to be considered valid, the guest must pay a deposit, or supply the number of a valid credit card as a guarantee of the reservation. The difference is payable at the front desk before the departure of the guest. All reservations made via the Internet reservation system are considered valid only upon confirmation of the reservation by the central sales office of Palace Natali. The reservation can be confirmed online or by email. Notification/confirmation of the reservation, or the voucher, must be presented at the front desk on arrival at the Palace Natali.

### Sojourn tax

In accordance with the regulations governing payment of the sojourn tax, the guest must pay the sojourn tax upon payment for his/her accommodation. The amount of sojourn tax payable in Croatia varies depending on the season and your destination. Children under the age of 12 are excluded from the sojourn tax, while children aged 12-18 pay at a discounted rate of 50%. The sojourn tax is payable at the time of payment of the outstanding amount payable for the reservation. The amount of the sojourn tax is clearly indicated on the bill which is issued to the guest upon calculation and payment of services.

### Price of services

The price of services is the price per person/day, or room/day, as indicated in the service price list. Additional services are not included in the price and are payable additionally by the guest. Palace Natali reserves the right to change prices without notice. Guests who have paid a deposit, or supplied an acceptable form of guarantee for their reservation, are guaranteed the price which was in force at the time the reservation was made.

### Right of Palace Natali to alter or cancel reservation

Palace Natali reserves the right to change the reservation or description of services at any time in the event of circumstances which are beyond our control and which could not be predicted, avoided or postponed. Previously-reserved accommodation may be exchanged for accommodation of the same or a higher category. The same price which was valid at the time of confirmation of reservation will be applicable, and the guest will be informed of the change in a timely manner. In those cases where it is not



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possible to find replacement accommodation and a reservation has been paid for in advance, Palace Natali reserves the right to cancel the reservation and refund the full amount remitted.

### **Right of the guest to alter or cancel reservation**

In the event that the guest wishes to alter or cancel a reservation made at his/her request, he/she may do so in writing (by email or post). In the event that the guest cancels a confirmed reservation, the following reservation cancellation conditions are applicable:

- in the event of cancellation of the reservation 3 to 7 days before commencement of the arrangement, first night will be charged,
- in the event that the guest fails to come (no show), or cancels the reservation within 72 hours before the commencement of arrangement, 100% of the value of the reservation cost will be charged.

### **Palace Natali obligations towards guests**

Palace Natali must constantly strive to ensure the quality of services rendered, in accordance with legal regulations, industry standards and accepted tourism, hotelier and catering guidelines and customs. Palace Natali will strive to fulfil its obligations as taken on, in their entirety, except in the case of circumstances outside our control.

### **Guest obligations**

Guest must supply and carry all personal documents necessary for checking into and checking out of Palace Natali accommodation. The guest must comply with the house rules laid down for each individual accommodation facility comprising Palace Natali. Before arrival, the guest is advised to enquire into travel regulations between the Republic of Croatia and the country from which he/she is travelling, and check whether any additional travel document is required for his/her entry into and stay in the Republic of Croatia.

### **Court authority**

All disputes or disagreements shall be resolved by mutually acceptable agreement, and if a solution cannot be reached, the local competent court shall arbitrate.