
Terms and Conditions

These Terms and Conditions are subject to change without notice. New Terms and Conditions are applicable from the moment they are posted on the website <http://villa-ankora.com>. These Terms and Conditions are given to client upon his/her commencement of using apartment in Villa Ankora. It purports that client who commences using apartment in Villa Ankora, accepts these Terms and Conditions.

I. General Information

1. The title "Villa Ankora" refers to the house on the following address: Kraj 119 21325 Tučepi Croatia. With respect to notions and actions stipulated in these Terms and Conditions, on behalf of Villa Ankora shall act its Management, which is the family of Anđelko and Miljenko Šimić.
2. Apartments: Villa Ankora houses six apartments, of which three contain 3 beds (2+1) and the other three contain 4 beds (3+1). Apartments are numbered 1B, 2B and 3B (3 beds) and 1A, 2A, 3A (4 beds), where the number stands for the floor, and letters "A" or "B" for the apartment type.
3. Tariffs: Tariffs are calculated according to the price list posted on the website <http://villa-ankora.com>, as well as in the apartments.
4. Check-out time: Check out time is 12:00 PM (noon)

II. Reservations

5. Booking: Reservation inquiries are communicated through face-to-face contact, telephone, e-mail, as well as via availability inquiry application on the website <http://villa-ankora.com>
6. Reservation procedure:
 - a. Reservation inquiry is sent to the Management.
 - b. The Management responds to the inquiry.
 - c. If the response from the Management is positive, then the client is requested to pay the deposit. The amount of the deposit is specified on the website <http://villa-ankora.com>.
 - d. After receiving the deposit, the Management is obliged to keep the desired apartment for the client until his/her arrival, or until the cancellation of reservation on the part of the client, unless the situation described under 8. and/or 9. occurs.
7. Availability inquiry system: Visitors on the website <http://villa-ankora.com> may use the availability check-up application for their inquiries about possible vacancies and for sending their requests. However, due to various communication channels (e-mail, telephone, face-to-face, etc.), information contained in the application's database may shortly become obsolete between two adjustments. In such cases, the Management is entitled to act on the grounds of the real situation.
8. Rejection of inquiry: the Management is entitled to reject inquiries for any reason.
9. Rejection of reservation: the Management is entitled to reject reservations on all grounds and at all times until client's arrival. If the client has by then already paid the deposit, and the reason for the rejection is unrelated to the client's doing, then such deposit shall be returned to the client.
10. Cancellation policy: If a client cancels the reservation after paying the deposit, the Management is entitled to retain the deposit in whole.
11. Choice of apartments: Clients may choose apartment type (A or B), but not the floor on which a particular apartment is situated.

IV. Settlement of Bills

12. Settlements of bills: All bills are to be settled in the first hour of the first day of client's stay in the apartment, or else the client shall be asked to leave, and his/her deposit (if such has been

paid earlier) retained. Settlement of bills includes the payment of the total (or the remainder of the total) amount for services.

13. Refunds policy: There will be no refunds once the client starts using the apartment, after having settled all the bills, under no circumstances.

V. House rules

14. Guests of Villa Ankora are required to observe moral norms in keeping the apartments and Villa Ankora premises clean, by avoiding spillage and the like, by not making noise, by watching over younger children, etc.
15. Hazardous goods: storing of any articles of a combustible or hazardous nature, in guest the apartments is strictly prohibited.
16. Candles: lighting candles inside the apartments is strictly prohibited
17. Guests' belongings: Guests are responsible for their belongings. Villa Ankora shall not be held liable for the loss of their personal items.
18. Accidents: the Management does not hold itself responsible for any accidents, however caused, whether by use of electrical gadgets, mechanical appliances, or by natural causes including acts of God, etc...resulting in either loss or damage to themselves and/or their property.
19. Governmental rules and regulation: Guests are requested to observe the Governmental Rules and Regulations in force in respect of registration, illegal substances abuse, prostitution, firearms, illegal gambling – which are strictly prohibited.
20. Right of admission: The Management reserves to itself the absolute right of admission of any person in Villa Ankora premises and to request any guest to vacate his/her apartment at moment without previous notice.
21. Villa Ankora properties: Clients are requested not to take their issued towels, crockery, and or cutlery outside the apartment or Villa Ankora premises.
22. Clients' guests: No guest's visitors are allowed in the rooms at any time during day or night without the previous consent of the Management.

VI. Apartments cleaning and maintenance

23. Apartments are cleaned before the client's arrival and once a week thereafter.
24. Bed sheets, towels and toilet paper are changed/restocked before the client's arrival and once a week thereafter.

VII. Insurance against damage

25. Damage to property: Guests shall be held responsible for any loss or damage to the Villa Ankora property caused by themselves, their friends or any other person for whom they are responsible.
26. Insurance deposit: Guests are requested to deposit either cash or an identity paper (such as passport), throughout their stay in Villa Ankora.
27. Cash deposit: the amount of cash deposit is 100 EUR.
28. Lien on the deposit: In the case of guests causing damages, the Management shall keep the deposit (in either form) until damages are paid for.
29. Return of the deposit: If no damage has been caused by the guest, the Management shall return the deposit (in either form) to the guest at the time of his/her departure.
30. Loss of keys: due to costs that the loss of a key may incur, in form of costs for replacements of locks and other keys in Villa Ankora, such costs shall be charged to the guest.