



Opći uvjeti poslovanja

Rezervacije i način plaćanja

Upiti i rezervacije prihvaćaju se preko naših web stranica, poštom, elektronskom poštom, faksom ili osobno na recepciji našeg hotela. Rezervacijom kapaciteta preko ovih web stranica, korisnik izjavljuje da prihvaća ove Opće uvjete korištenja usluga u cijelosti. Sve navedeno u daljnjem tekstu na taj način postaje obvezujuće kako za korisnika usluge tako i za hotel More. Prilikom rezerviranja kapaciteta korisnik usluge je obavezan pružiti sve tražene podatke. Da bi se rezervacija smatrala valjanom korisnik usluge mora garantirati rezervaciju, ili depozitom, ili važećom kreditnom karticom. Sve usluge se naplaćuju na recepciji hotela prije odlaska gosta. Sve rezervacije preko internetskog rezervacijskog sustava se smatraju važećima tek po potvrdi rezervacije od strane centralnog ureda prodaje hotela More. Rezervacija se može potvrditi on line, putem e-pošte ili faksa. Obavijest/potvrda rezervacije mora se predočiti recepciji prilikom dolaska u hotel.

Boravišna pristojba

Sukladno propisima koji reguliraju plaćanje boravišne pristojbe, korisnik usluge je obavezan platiti boravišnu pristojbu prilikom plaćanja smještaja u hotelu. Iznos turističke pristojbe u Republici Hrvatskoj varira sukladno sezoni i odredištu u koje putujete. Djeca do 12 godina ne plaćaju boravišnu pristojbu, dok djeca od 12 do 18 godina plaćaju boravišnu pristojbu umanjenu za 50 posto. Iznos boravišne pristojbe jasno je istaknut na računu koji se izdaje korisniku prilikom obračuna i plaćanja usluge.

Cijene usluga

Cijena usluge predstavlja iznos po osobi/danu ili po sobi/danu, kako je istaknuto u cjeniku usluga. Dodatne usluge nisu uključene u cijenu i korisnik ih dodatno plaća. Hotel More pridržava pravo izmjene cijena usluga u svako vrijeme. Korisnicima koji su uplatili depozit ili pružili prihvatljivu garanciju rezervacije, hotel More jamči cijene koje su bile na snazi kada je rezervacija napravljena.

Kategorizacija i opis usluga

Hotel More kategoriziran je od strane ovlaštenih tijela Ministarstva turizma RH sukladno važećim zakonskim propisima.

Pravo hotela More na izmjene i otkaz rezervacija

Hotel More pridržava pravo u svakom trenutku izmijeniti rezervaciju ili način pružanja usluga, ako se pojave okolnosti koje su izvan naše kontrole, koje se ne mogu predvidjeti, izbjeći ili odgoditi. Potvrđena smještajna jedinica može se zamijeniti smještajnom jedinicom iste ili više kategorije, uz zadržavanje iste cijene koja je bila važeća u vrijeme potvrde rezervacije te pravovremeno informiranje gosta o promjeni. U slučajevima kada zamjenski smještaj nije moguće pronaći, a rezervacija je plaćena unaprijed, hotel More zadržava pravo otkazati rezervaciju te izvršiti povrat cjelokupno uplaćenog iznosa.



Pravo gosta na izmjene i otkaz rezervacija

U slučaju da gost želi promijeniti ili otkazati rezervaciju učinjenu prema njegovom zahtjevu, mora to učiniti pismeno (e-poštom, poštom ili faksom). U slučaju da promjena rezervacije nije moguća, te ako gost zbog toga odustane od potvrđene rezervacije, primjenjuju se dolje navedeni uvjeti otkaza rezervacije:

- za otkaz rezervacije unutar 7 do 3 dana prije početka korištenja usluge, naplaćuje se prvo noćenje;
- za otkaz rezervacije unutar 72 sata prije početka korištenja usluge ili u slučaju nedolaska gosta, naplaćuje se 100% iznosa ukupne cijene smještaja.

Obveze hotela More prema korisniku usluge

Obveza hotela More je stalna briga o kvaliteti pružene usluge, sukladno zakonskim propisima, pravilima struke, te općeprihvaćenim uzancama i običajima u turističko-ugostiteljskoj djelatnosti. Hotel More nastojat će preuzete obveze ispunjavati u cijelosti, osim u slučaju okolnosti koje su izvan naše kontrole.

Obveze korisnika usluge

Korisnik usluge je obvezan pribaviti i posjedovati svu osobnu dokumentaciju potrebnu prilikom dolaska i odlaska iz smještajnih jedinica hotela More. Korisnik usluge je dužan pridržavati se kućnog reda koji je propisan od strane hotela More. Korisniku usluge savjetuje se prije dolaska provjeriti vizni režim između Republike Hrvatske i države iz koje dolazi, te provjeriti je li potreban kakav dodatni putni dokument za njegov ulazak i boravak u Republici Hrvatskoj.

Sudska nadležnost

Svi sporovi ili nesuglasice rješavat će se dogovorno na način prihvatljiv za obje strane, a ako se ne može doći do rješenja, prihvaća se nadležnost suda u Dubrovniku.

More vam pruža više

Naš slogan je *More Vam pruža više* i sukladno tome hotel More i njegovo osoblje Vam stoji na raspolaganju za sve prijedloge i sugestije glede naše ponude. Ako niste našli željenu uslugu unutar naše standardne ponude, učinit ćemo sve što možemo da Vam izađemo ususret te udovoljimo Vašim zahtjevima.



General Terms

Reservations and methods of payment

Enquiries and reservations are accepted via our web page, by post, by email, by fax, by telephone or in person at our hotel reception. 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 Hotel More. 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 hotel reception 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 Hotel More. The reservation can be confirmed online, by email or by fax. Notification/confirmation of the reservation, or the hotel voucher, must be presented at the reception on arrival at the hotel.

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 hotel 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. Hotel More 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.

Category and description of services

The facilities and accommodation comprising Hotel More have been categorized by the authorized bodies of the Croatian Ministry of Tourism in accordance with the relevant legal regulations.

Right of Hotel More to alter or cancel reservation

Hotel More 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 possible to find replacement accommodation and a reservation has been paid for in advance, Hotel More 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, post or fax). 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.

Hotel More obligations towards guests

Hotel More 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. Hotel More 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 Hotel More accommodation. The guest must comply with the house rules laid down for each individual accommodation facility comprising Hotel More. 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.

More offers you more

Our slogan is *More offers you more* and consequently Hotel More and its staff is at your disposal for any suggestions you may have concerning our services and offer. If you have not found the desired service within our standard offer, we will do our best to meet all your requirements.