



VILLAS
ON THE BEACH

General booking terms and conditions

for direct bookings of Buqez Villa 22 and Terra Park Villa 168

Effective from 3 September 2026

At a glance

BOOKING	Dates are confirmed when the required payment is received.
PAYMENT CHOICE	30% deposit + 70% balance, or 100% at once.
CURRENCY	All offers and payments are issued exclusively in EUR.
PETS	EUR 25 per night and each pet for Villa 168 only.
SECURITY DEPOSIT	EUR 300 for Villa 168 only. Separate from accommodation revenue.
DOCUMENTS	Booking summary, terms and payment request before payment.

1. Operator and scope

The operator and contracting party for direct bookings of both villas is ŠVARC PROJECT MANAGEMENT d.o.o. za usluge, Škuncini stani - Samorašnji 100, 53291 Novalja, Croatia, OIB 05942749080, VAT registered. The contact for payments, complaints and contractual documents is racun@svarc.hr.

These terms apply to direct bookings of Buhez Villa 22 and Terra Park Villa 168 made through Villas on the Beach. For Buhez Villa 22, availability and price are checked again against Avantio immediately before payment; once payment is received, the owner promptly records the dates manually in Avantio as an owner booking.

2. Enquiry and contract

For Buhez Villa 22, the operator checks availability and price and emails the guest a booking summary, payment details and these terms. Once payment is received, the owner records the dates manually in Avantio. A Terra Park Villa 168 enquiry is non-binding; availability and the final price must first be approved by the owner.

The accommodation contract is formed when the required payment is received within the stated period. The version of these terms attached to the booking summary applies to the booking. Unpaid dates may be released after the deadline without further notice.

Guests are responsible for the accuracy of their name, contact details, dates, party size and other booking information.

3. Price, currency and payment options

The final price and all known mandatory charges are stated in the booking summary and payment request. All offers, online payments and bank transfers are issued exclusively in EUR.

For Villa 168, every pet must be declared in the enquiry. A fee of EUR 25 is charged for each pet and each night of the stay; it is shown separately in the offer and forms part of the total stay price.

Payment can be made by card, Apple Pay or Google Pay through Stripe, or by bank transfer to IBAN HR5424840081135456836. Wallet availability depends on the guest's device, browser and settings.

The payment request from racun@svarc.hr is not a tax invoice. After payment is received, the accountant issues the appropriate tax document.

- Option A: 30% deposit within 48 hours; 70% balance no later than 30 days before arrival.
- Option B: 100% of the stay price at once within the period shown in the payment request.
- Bookings made less than 30 days before arrival must always be paid in full.

4. Refundable security deposit

Direct Terra Park Villa 168 bookings require a refundable security deposit of EUR 300. It is shown as a separate item in the offer and online payment, is not part of the accommodation price and is recorded separately from accommodation revenue.

When accommodation is paid by card, the deposit is charged as a separate item in the same online payment. When accommodation is paid by bank transfer, the deposit is paid separately by card. After check-out and inspection, the manager normally initiates a full refund to the original card within 48 hours; bank and card-network processing may take longer.

Only reasonable and evidenced guest-caused costs may be retained, including damage, missing items, extraordinary cleaning beyond normal use or guest-caused resort charges. The guest receives the calculation and reason and the balance is refunded to the original card. The accountant separately reviews any retained amount. The requirement applies only when stated in the offer and terms delivered before confirmation.

5. Cancellation and date changes

Cancellation charges are calculated from the total stay price. If the amount already paid exceeds the cancellation charge, the operator refunds the difference by the original payment method unless agreed otherwise.

One date change can be made without an administration fee when requested at least 60 days before arrival, subject to availability and payment of any price difference.

The ordinary fourteen-day consumer withdrawal right does not apply to accommodation for a specific date or period; the cancellation schedule below applies.

- 61 days or more before arrival: 10% of the stay price.
- 31-60 days before arrival: 30% of the stay price.
- 15-30 days before arrival: 60% of the stay price.
- 0-14 days before arrival or no-show: 100% of the stay price.

6. Stay rules and liability

Check-in and check-out times, maximum occupancy, resort rules and handover instructions are stated in the booking confirmation or pre-arrival instructions. Guests are responsible for damage caused by them or members of their party.

The operator is not liable for weather, temporary resort-service restrictions or circumstances outside its reasonable control. If the operator cannot provide the accommodation, it will offer a comparable alternative or refund payments received for the unavailable service.

7. Complaints and governing law

Complaints should be sent without undue delay to racun@svarc.hr, preferably during the stay so the issue can be remedied. The operator replies to written complaints within 15 days of receipt.

Croatian law governs the contract without limiting mandatory consumer rights under applicable law or the guest's right to contact a competent court or alternative dispute-resolution body.

8. Privacy and final provisions

Personal data is processed to handle enquiries, form and perform the contract, accept payment, meet accounting duties, communicate and resolve complaints. Details are available at www.villasonthebeach.cz/privacy.

If any provision is invalid or unenforceable, the remaining provisions stay effective. Individual terms in the booking summary prevail over these general terms.

Legal framework: Croatian Consumer Protection Act (NN 19/2022, 59/2023 and 59/2026), including distance-contract rules and the exception for accommodation on specific dates; Directive 2011/83/EU, Article 16(I).

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