



### VILLA "PALACE"

Prices per apartment per day			
	2 bed Apartment	4 bed Apartment	
01.05-31.05	40 €	80 €	
01.06-30.06	50 €	100 €	
01.07-31.07	55 €	110 €	
01.08-31.08	60 €	120 €	
01.09-01.10	50 €	100 €	

**Minimum 3 nights pr. booking!**

**Prices include:**

- Sheets and towels
- Parking space
- Use of common facilities (i.e. swimming pool, BBQ, laundry, garden)

**Additional offer (charged separately):**

- Private city (certified) guide on English, Croatian, Danish (Swedish and Norwegian)  
City sightseen takes 1,5-2 hours and we visit all the major sites in Pula. The price does not include museum tickets. Price: 1-5 persons = 50 €UR. 6-10 persons = 70 €UR  
11-15 persons = 80 €UR Groups 15-50 persons = 95 €UR.



## INFO SHEET VILLA "PALACE"

### About the property

- Villa with studio and two-room apartments
- 1<sup>st</sup> floor
- Guests: 4+1 in the two-room apartments and 2 persons in the studio apartments
- Parking (1 parking spot per apartment)

### Seaview

- from the two-room apartments balcony on the upper floor

### Studio apartment

- double room with kitchenette
- bathroom

### Two-room apartment

- bedroom with double bed
- living room/kitchen with convertible sofa bed
- bathroom

### Facilities

- Satelite TV
- Wi-Fi
- Air conditioning
- Outdoor swimming pool
- Umbrellas and chairs by the pool
- Use of BBQ
- Use of laundry room

### Amenities

- Electric cooker, Refrigerator, Deep freeze, hairdryer

### Distances

- Distance shopping: 300 m
- Distance restaurant: 100 m
- Distance to the café/bar: 100 m
- Distance nearest city: 10 km to Pula
- Distance Airport: 12 km
- Distance to the nearest beach: 500 m



## POLICY

### Booking, cancellations, prices, payment, arrival & departure etc...

#### **Booking**

To book our holiday homes please use the contact form and mail us the dates of your arrival and departure, number of people and we will reply within 24 hours.

#### **Cancelation**

Any cancelation 4 weeks prior to your arrival will result in total loss of the deposit.

#### **Prices**

Prices depend on the number of persons/days and dates of your arrival and departure.

Please note: one child under 2 years of age (per apartment) goes free, with no claim to his/her own bed or any additionally service. Please also quote this child in your mail.

Prices include use of AC (air condition) if the AC is shut down while you are not in the apartment.

If the AC runs while you are not in the apartment the charge for use of AC is 10 Euro/day.

Final cleaning is included in the price, provided that the guest has left the property in reasonable state, all other situations demand extra cleaning which will be charged 50 Euro.

#### **Not included in the price**

One time registration fee 12,- € pr. apartment. Sojourn tax = 1,- € pr. person pr. day.

Children up to 12 years of age do not pay the tax and children 12-18 years pay 50% of the tax. Above mentioned taxes are defined and charged by the Croatian Ministry of Tourism and are mandatory.

#### **Payment**

Deposit depends on the total amount and is to be paid upon booking, the rest is to be paid upon arrival. Credit card payment is not possible at the moment but the bank transfer is.

You will, together with your booking confirmation, receive bank details for the bank transfer.

Once the deposit payment is received, you will receive confirmation with details.

#### **Deposit**

A deposit is required at the time of booking as a reservation guarantee. Rest of the amount Cancellation up to three weeks before the arrival date is at no charge, so deposits will be refunded in full. In any other case, the deposit will be withheld.

In the case of early departure, the penalty fee is to be paid and is calculated based on the length of stay.

If you want to check the availability of our apartments, please fill in the [contact form](#) and receive all the required information directly in your mailbox.

#### **Arrival & departure from the apartment or house**

Please read the following steps in order to familiarize yourself with the arrival and departure process. If you have any further questions, please don't hesitate to contact us.

Together with the confirmation of your reservation, ViaKon will send you an e-mail containing all the information you will need for your arrival.

Please contact ViaKon if you do not receive this email within 24 hours of making your reservation.

You will be asked to email us as soon as possible with the time of your arrival if you have not informed us while completing your booking.

Depending on the instructions given to you in your arrival and departure confirmation e-mail, you will be required to arrive within the agreed period.

Please note:

**Check-in**

If not stated otherwise the check in is between 15:00 and 20:00 hrs.

*Please note: for arrivals from 20:00 hrs onwards, there is a late check-in fee of 20 €ur.*

**Check-out**

If not stated otherwise, no later than 10:00 on the day of departure. Luggage room can be arranged for our departing guests.

*Please respect those times as we have other guests that are arriving after you. Thank you*

Any unauthorized departures after 10:00 hrs will be charged extra 30 Euros as we have to pay cleaning staff for waiting. If you require a later departure please ask when you check in if this is possible. We will try to accommodate you, providing our next arrival is not early the same day or in any other way interferes with the arrival of our next guest. Any departures after 12:00 hrs will be subject to the full price per day. On the departure day you should leave the apartment tidy with all rubbish correctly disposed of. All sets of keys are to be delivered to the ViaKon staff member or owner of the apartment/house.

With advance notice we can book a taxi for you for your departure from the apartment/house or arrange other means of transport.

When you arrive to the apartment/house a ViaKon staff member or the owner of the apartment/house will provide you with the following:

Keys for entry to the apartment/house, instructions on how to use the equipment in the apartment/house, rubbish removal, grocery store location, instructions on how to reach the beach, nearest bus stations etc. They will also: Collect the damage deposit and the remaining rental amount in cash.

The exact amount will be stated in your arrival and departure information that will be sent to you upon confirmation of your reservation.

During your stay at the apartment/house we ask you to contact ViaKon IMMEDIATELY if you find anything missing or in bad condition or if you accidentally break anything so that we can fix or settle whatever it is. We want you to enjoy your stay and not be inconvenienced by something, which can be fixed or replaced.

Contact us during business hours for anything like restaurant recommendations, directions from where you are if lost or just general questions regarding either the apartment/house or the city.



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