



KRKA
Nacionalni park
National Park

JAVNA USTANOVA 'NACIONALNI PARK KRKA'
T +385 (0)22 201 777
F +385 (0)22 336 836
E info@npk.hr

W www.np-krka.hr
A Trg Ivana Pavla II. br. 5, 22000 Šibenik
IBAN HR3024020061100791766
OIB 67969498372

GENERAL TERMS OF OPERATION OF HOSTEL TITIUS

Hostel Titius is intended for the development of educational tourism, with organised groups of professors, students, pupils, scientists, volunteers and their representatives who come to the Krka Eco Campus in Puljane as part of study visits, field classes, congresses, symposia, conferences, exchanges and other cultural, scientific, educational or volunteer programmes.

Article 1

I. GENERAL PROVISIONS

1.1. The general terms of operation of Hostel Titius (hereinafter: Hostel) regulates the relations between the Hostel, as the service provider, and the service user (hereinafter: Visitor), with the abidance of all standards of good tourism and hospitality practice, open communications with the Visitor, application of the principle of trust between the Visitor and the Hostel, ethical and professional conduct, abidance of the law and regulations, and the protection of secrecy of all data.

1.2. In the sense of these general terms, the Hostel is under the authority of the Public Institute of Krka National Park (OIB: 67969498372, Trg Ivana Pavla II. 5, 22000 Šibenik, Republic of Croatia; website: www.np-krka.hr; IBAN: HR3024020061100791766). The hostel is registered under number 16/V in the Register of hospitality facilities, and categorised in the group "Other accommodations facilities".

1.3. In the sense of these general terms, the Visitor is a natural or legal person and their mediators that are the holders of rights or responsibilities (authorised persons, legal representatives, guardians, etc.) with whom the Hostel concludes a contract directly or via means of remote communications in accordance with the valid regulations, or for whom the Hostel provides specific tourism and hospitality services, and the provisions of the general terms shall also apply to them. A Visitor is considered any natural person who has requested or used the tourism and accommodations services of the Hostel.

Article 2

II. PROTECTION OF PERSONAL DATA

2.1. All Visitor data, and the fact and circumstances learned by the Hostel in the provision of services to the Visitor and the performance of business with the Visitor, are considered a business secret, and the Hostel may disclose such data only in the cases stipulated by law.

2.2. The Hostel is obliged to protect the privacy of the Visitor. All data on the Visitor are strictly protected and are accessible only to the employees of the Public Institute of Krka National Park who require such data to perform their work. Hostel employees and business partners are responsible for abidance with the principal of the protection of privacy.



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2.3. Though the Hostel uses security technology, it cannot take responsible for any malicious content, spy software or computer viruses circulating the Internet. The Hostel is not responsible for the loss of personal or private data of the Visitor.

2.4. The Hostel website is public and accessible to all. The Hostel waives any responsibility for the direct, indirect, unintentional, special or commercial damages, including the loss of earnings, that might ensure from the ability or inability to use the Hotel website.

Article 3

III. HOSTEL RESERVATIONS

3.1. At the time of making the reservation, the Visitor confirms that they are familiar with the General Terms of Operation of the Hostel, and that they accept them in their entirety. In that way, all provisions listed in the General Terms of Operation become a legal obligation for both the Visitor and the Hostel. At the time of reservation, the Visitor is required to give all data required for the reservation procedure.

3.2. The reservation is valid once confirmed in writing by the Hostel. For the reservation of accommodations and other services in the Hostel, it is necessary to confirm the valid offer issued by the Public Institute of Krka National Park.

3.3. The Hostel retains the right to change or cancel reservations under extraordinary circumstances that cannot be foreseen, avoided or removed. The reserved accommodation may be cancelled or changes only if the Hostel has previously informed the Visitor thereof, and the replacement accommodation must be of the same or higher category, and have the same price as the reserved accommodations.

3.4. If the Visitor wishes to cancel the reservation in its entirety, they may do so exclusively in writing at the address of the Institute or by electronic mail no later than 7 days prior to the agreed arrival date, otherwise, they are required to pay 100% of the total accommodation price.

3.5. The Hostel secures accommodation services and other services in accordance with the provided information, and in line with the description and time period according to the issued offer, or confirmed reservation, except in cases of extraordinary circumstances (war, unrest, strikes, terrorist attacks, sanitary disturbances, natural disasters, interventions of the authorities, death or sickness of the service provider, etc.).

Article 4

IV. CHECK-IN AND CHECK-OUT



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4.1. Upon entry into the Hostel, it is necessary to check-in at the reception desk and display a valid form of identification (ID card or passport).

4.2. Check-in at the Hostel is possible after 2:00 pm on the arrival date.

4.3. Check-out of the Hostel is required by 12:00 pm noon on the departure date.

Article 5

V. PAYMENT OF SERVICES

5.1. Payment of services is based on the calculation of the services used in line with the valid price list at the accommodation facility, and available on the website of the Public Institute of Krka National Park.

5.2. Services may be paid by cash or credit card directly at the reception desk, or by bank payment in accordance with the valid offer.

Article 6

VI. TOURIST TAX

According to the valid Tourist Tax Act of the Republic of Croatia, the Visitor is required to pay the tourist tax at the time of payment of accommodation services. The tourist tax is prescribed under the Tourist Tax Act of the Republic of Croatia per person per day for adults. Youth from the ages of 12 to 18 years have a 50% discount on the tax amount, disabled persons receive a 70% discount or more, and accompanying persons and children under the age of 12 years are exempt from the tax. The total amount of the tourist tax is charged in accordance with the General Terms of Operations at the same time with the payment of the total invoice amount.

Article 7

VII. ACCOMMODATION PRICE LIST

The price of accommodations includes the services described in the offer, which is found on the authorised part of the page, and special services. Special services are not included in the offer, but are instead listed in the description of accommodations as "rental service" or additional services, and are available upon prior arrangement, and therefore are paid separately by the Visitor. Special services must be requested at the time of reservation.

Article 8



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VIII: CATEGORISATION AND DESCRIPTION OF SERVICES

8.1. The offered accommodation unit are described according to the official categorisation of the authorised institutions and pursuant to an inspection of the actual state of the accommodation at the time of offer. The standard accommodation services and other services in specific places and countries are different and not comparable.

8.2. The information the buyer obtains at the sales site does not bind the Hostel to a greater extent than the information published on the website www.np-krka.hr or in other media, i.e., promotional materials of the Hostel.

Article 9

IX. VISITOR OBLIGATIONS

9.1. The Visitor is obligated to:

- possess a valid travel document
- respect all customs and foreign currency regulations
- abide by the house rules in the accommodation premises and cooperate with service providers in good faith
- Upon arrival at the destination, to provide the service provider with confirmation of payment of the services (in line with the pre-invoice) or confirmation of reservation (order form).
- Confirm whether a visa is required for entry into the destination country or neighbouring countries.

9.2. In the case of non-abidance of the stated obligations, the Visitor will bear the costs and be held accountable for any damages incurred. With the confirmation of the reservation, the Visitor is obliged to pay for any damages incurred to the service provider on site according to the valid price list.

Article 10

X. LUGGAGE

The Hostel is not responsible for damaged, destroyed or lost luggage, or for the theft of luggage or valuables in the accommodation premises. Therefore, the use or rental of safes is recommended where available. Lost or stolen belongings are reported to the reception desk of the accommodation facility and to the police station.

Article 11

XI. RESOLUTION OF DISPUTES



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11.1. If the services as listed in the offer are provided in poor quality, the Visitor may demand proportional compensation by filing a complaint. The Visitor has the right to file a complaint due to the non-execution of the paid services. The Visitor holding a confirmation of reservation files a separate complaint.

11.2. For services deemed to be inadequate, the Visitor is required to file a complaint immediately at the reception desk of the accommodation facility, or via e-mail to the address: hostel.titius@npk.hr or info@npk.hr while staying at the facility.

11.3. The Visitor is required to cooperate with the reception staff of the accommodation facility in good faith to resolve the reasons for the complaint.

11.4. The highest compensation per complaint may reach the amount of the part of services that are the subject of the complaint, and may not include already used services or their entire amount.

Article 12

XII. COURT JURISDICTION

If the Visitor is not satisfied with the resolution of the complaint, they have the right to court arbitration, with confirmation of the jurisdiction of the court in Šibenik.

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CLASS: 335-01/23-02/01
REG NO: 2182-1-49-03-03/1-23-1
Šibenik, 18 January 2023

Data privacy protection policy

The Public Institute of Krka National Park is dedicated to protecting your personal data in our regular business operations. We use only those information and data that are relevant and necessary to respond to your inquiry. If your data are to be shared with a third business party, the Public Institute of Krka National Park will request your consent (electronically or in writing).



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Our data privacy protection policy, including the way we process data, is fully aligned with the Regulation (EU) 2016/679 of the European Parliament and of the Council (GDPR), which is available on our website.

Terms and means of payment

- Payment of the offer – transaction payment to IBAN
- Cash in EUR at the Hostel reception desk
- Credit card (Maestro, Visa, Mastercard) at the Hostel reception desk

Sales department – hostel.titus@npk.hr