

ABOUT HOTEL GROUP POLICIES

Radisson Blu Resort & Spa, Split is strongly determined to reach **100% guest satisfaction**. By saying that, it is important to clarify all details of our **Hotel Group Policies** on items such as **Parking, Check-In/Check-Out times, Cancellations, Payment and much more**. For additional information, please feel free to contact the hotel directly.

Group rates and conditions apply for minimum 10 booked rooms

Reservation Method

A rooming list, containing name of each participant of the group, the occupancy for each room (single, double, etc.) and a valid credit card number (in case of individual payment) must be received by the Hotel no later than **14 days** prior to the group scheduled arrival date.

Room Capacity Policy

All room rates are based on double occupancy. Maximum sleeping capacity in a room or suite varies from 2 to 6 persons, depending on the room/suite type booked.

Additional adults in a room or suite on an extra bed will be charged 55 EUR per person, per night.

Cancellation Clause - Rooms

Until ninety (90) days prior to the first scheduled arrival date, ninety percent (90%) of the reservation may be cancelled without a cancellation fee being charged.

Between eighty-nine (89) and sixty (60) days prior to the first scheduled arrival date, fifty percent (50%) of the number of rooms per night may be cancelled without cancellation fee. This reduction of the room block cannot be cumulated with any following reductions.

Between fifty-nine (59) and thirty (30) days prior to the first scheduled arrival date; ten percent (10%) of the initial number of rooms per night may be cancelled without cancellation fee. This reduction of the room block cannot be cumulated with any preceding or following reductions.

Less than twenty-nine (29) days prior to the first scheduled arrival date, any cancellation(s) and/ or no show(s) will be subject to a cancellation fee equal to one hundred percent (100%) of the contracted rate multiplied the number of cancelled room nights.

Cancellation periods stated above shall apply for both contracting parties.

Increase in the Number of Rooms

If the Partner's room requirements increase to more than the agreed room block, the Hotel shall make every possible endeavor to provide rooms at the Hotel but shall not be liable in case such additional rooms are not available.

Check-in/Check-out

Check-in will be possible from 15h00 local hotel time on the day of arrival. In case of any arrival before this time, the Hotel will do its utmost to have the room ready but does not guarantee this. Upon the Partner's or the individual delegates' prior request, early check-in can be agreed, subject to availability, pre-registration the previous night and payment of an extra overnight charge at the agreed rate. The official checkout time is 12h00 local hotel time. A supplementary charge may be required in the case of late checkout: half day rates apply for extensions up to 16h00 local hotel time and are subject to availability on the day.

Early Departure

If a delegate decides to leave the Hotel before the date of departure booked, cancellations fees are payable. The Hotel shall have the right to charge these nights at the contracted rate until the date of departure originally booked.

Relocation Policy

In the event the Hotel is unable to provide a guestroom to a delegate holding a reservation, the Hotel agrees to notify the Partner as soon as possible and provide the Partner the opportunity to determine which delegate is to be relocated. Accommodation will be provided at the nearest comparable hotel and a three (3) minute long distance call plus one daily round-trip transportation between the other hotel and the Hotel during the time the attendee is at the alternate hotel shall be at the Hotel's sole expense.

Half Board Service

Category	Additional cost for HB (Half Board)
Children < 6	Free of charge
Children between 6 and 12 years	15 EUR
Children > 12 & Adults	28 EUR

*Please note that for groups below 30 pax we reserve the right to offer 3-course menu instead of a buffet.

Parking

Self-parking regular vehicle 13 EUR for 24h

Bus parking 25 EUR for 24h

Maximum parking capacity – 138 vehicles and 2 busses

The parking is secured and contains outdoor parking area and covered parking area. It is possible to charge it to the room.

Luggage handling

Porterage in and out 4 EUR per person

Pets

Please be informed that we are pet friendly hotel and we accept dogs of all sizes with daily supplement of 35 EUR per dog. Dogs are allowed in outdoor area of bar and restaurants (terrace). Pets are not allowed in SPA centre and our hotel beach. Pets must be under control of their owners on hotel areas throughout their stay in the hotel and not disturb other hotel guests.

Accessibility Policy

All of our public spaces are easy accessible with a wheelchair and we offer 5 accessible rooms within the hotel.

Increase in the Number of guests

If the number of guests increases to more than agreed number, the HOTEL shall make every possible endeavor to arrange for additional space and services for the increased number of guests, but the Hotel will not be liable, if additional guests cannot be accepted for the event. The exact number of guests must be confirmed to the Hotel at least three (3) working days prior to the event.

Children's Policy

Children under the age of 18 must be accompanied by an adult and cannot be registered in the room by themselves.

Baby Cots for infants are available Free of charge.

Children under the age of 12 stay Free of charge while sharing a bed with their parents. If they require an extra bed, this service will be charged 35 EUR per night.

Children over the age of 12 are being charged as an adult.

Deposit Policy

The Partner agrees to full prepayment of the entire amount for the group's accommodation and all additional prearranged services at least 30 days prior to group arrival date. The deposit(s) is/are to be paid to Hotel Split d.d. (Radisson Blu Resort, Split), Put Trstenika 19, HR-21000 Split, Croatia, with OIB 68755468505 on the account number (SBERBANK d.d., SWIFT: VBCRHR22, Account number: 2503007-1500003392, IBAN: HR 09 2503007 1500003392) referencing the name of the group. If the deposit(s) is/are not paid before the due date(s), the Hotel has the right to terminate the Contract by written notice to the Partner within ten (10) working days from the due date. The Partner shall in case of such termination be obliged to compensate the Hotel and pay damages of no less than the amount of cancellations fees which would apply upon cancellation of the group at that point in time prior to the event.

The Partner shall pay any charges which remain unpaid by individuals or Driver. The invoiced amounts shall be paid in *HRK* and are due upon check-out, when invoiced to individuals and within 7 days after receipt of the invoice, if invoiced to the Partner. No discount of any kind or bank charges shall be subtracted from the amount due.

All amounts due and not paid upon their due date, shall bear interest at the rate of 12, 29 % per month as from the time they fall due.

Of payment of 50,000 HRK or more will be made with credit card, additional 2.5% charge will apply. Bank transfer expenses fee are paid by Partner.

Any changes in food, drink or extra services that are made in the period of 7 days before the event and during the event will be charges to the Partner.

City Tax

The tourist tax has to be paid by any person not resident in the city of Split, for each overnight stay (i.e. per person per night) in facilities situated within the Municipality of Split.

Category	City tax per night (per person)
Children under 12 years	Free of charge
Children 12-18 years	5 HRK
Children > 18 & Adults	10 HRK

Changes to Taxes or Other Charges

If official government or local authorities imposed taxes and/or service charges mentioned in the Contract would change prior to or during event, the agreed rates and other charges shall change accordingly and the revised rates and other charges shall be notified to the Partner in writing by the Hotel.

Duty of Care

The Hotel represents to fully comply with all applicable local fire and safety regulations; the Hotel pursues regular controls of its technical installations and customer protection processes to ensure highest safety and hygiene standards. The Hotel undertakes to provide reasonable advance notification to the Partner of any refurbishment or renovation taking place at the Hotel's property at the time of the event.