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# LEGAL STELLA MARIS INFORMATION

**STONE HOUSE**  
**STELLA MARIS**

**STELLA MARIS**  
**AUTO CAMP**

**MOBILE HOME**  
**STELLA MARIS**

# Dear guests!

## Explore our key legal information and policies in one place.

From terms of stay and guest responsibilities for bookings and stays know more how we handle your personal data and keep it secure.

Read how cookies improve your browsing and how to manage them, discover our efforts to make services inclusive and accessible.

Read about key details about limitations of liability and transparency, also read step-by-step guide to raising concerns and resolving them fairly — **everything is designed to keep you informed, protected, and confident during your experience with us.**

# TERMS AND CONDITIONS

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## 1. CONTROLLER / TRADER

U.O. STELLA MARIS (obrt), owner: Vjekoslav Klarin, OIB 00201278976  
Pod Jasenovac II, 22242 Jezera, Croatia E: [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com) · T: +385 95 940 3490

## 2. SCOPE

These Terms apply to: (a) your use of this website and its enquiry forms, and (b) accommodation and related services provided at our autocamp, apartment and mobile home. Bookings may be made via our web forms, email/phone/WhatsApp/Facebook/Instagram, walk-ins, and OTAs. For OTA bookings, the OTA's terms also apply and the OTA may act as an independent controller.

## 3. DEFINITIONS

"Website" means all pages under the domain [www.autocamp-stellamaris.com](http://www.autocamp-stellamaris.com). "User" means any natural or legal person accessing or using the Website. "Guest" means a person who books or stays at the autocamp, apartment or mobile home. "We/Us" means U.O. STELLA MARIS (obrt) as above.

## 4. PRICES, TAXES & DEPOSITS

Prices are in EUR; tourist tax applies per law. Advance deposit: 30% to confirm any reservation. Payment methods: bank transfer; cash (EUR); POS cards (Visa, JCB, Discover, Diners, Maestro, Mastercard). Cash discount: at least 5% on eligible base rates. Security/damage deposit (Apartment & Mobile Home): €200 (cash or card pre-authorization), refundable at checkout after inspection (card releases per your bank's timelines).



**5. CHECK-IN / CHECK-OUT & HOUSE RULES**

Autocamp: check-in from 09:00; check-out by 10:00. Apartment/Mobile Home: check-in from 14:00; check-out by 10:00. Quiet hours: 23:00–07:00. Pets per rules; no indoor smoking; unregistered visitors may not stay. See the full House Rules for details.

**6. MINIMUM STAY & PROMOTIONS**

Minimum stay: 3 nights. Seasonal promotions (e.g., “Stay 7, pay 6” from 15 May–30 June & 1 Sept–15 Oct) are capacity-limited and non-cumulative.

**7. CANCELLATIONS & NO-SHOWS**

Autocamp: free cancellation  $\geq 7$  days before arrival; if  $<7$  days we keep the 30% deposit. No-show: charge first night (or keep equivalent from deposit).

Apartment & Mobile Home: free cancellation  $\geq 14$  days; if  $<14$  days we keep the 30% deposit. No-show: charge first night (or keep equivalent). No 14-day withdrawal right: not applicable to accommodation for specific dates.

**8. ACCEPTABLE USE (WEBSITE)**

You must use the Website in accordance with Croatian law and good practice. You agree not to upload, post or transmit content that is unlawful, threatening, defamatory, invasive of privacy, obscene, offensive, or otherwise objectionable; that infringes third-party rights; that advertises products/services without our prior written consent; or that restricts or inhibits other users' enjoyment of the Website. You must not attempt to gain unauthorized access to the Website, servers or networks connected to it, or interfere with its operation.

**9. INTELLECTUAL PROPERTY**

All materials on the Website (including text, photos, graphics, logos, layout and design) are our property or used under licence and are protected by applicable IP laws. Except as permitted by mandatory law, you may not copy, distribute, modify, publish, transmit, or commercially exploit any part of the Website without our prior written permission. You may download or print materials for your private, non-commercial use.

**10. USER SUBMISSIONS**

If you submit content to us (e.g., reviews, messages or photos that you authorize us to publish), you grant us a non-exclusive, royalty-free licence to use, reproduce, adapt, translate and display such content for the purposes of operating and promoting our services, and you warrant that you have the necessary rights to grant this licence.

**11. SYSTEM REQUIREMENTS & AVAILABILITY**

You are responsible for the equipment and connectivity needed to access the Website and for associated costs. While we aim for high availability, the Internet may experience interruptions beyond our control; we are not responsible for data loss or other issues arising from such events.

**12. MONITORING & TERMINATION**

We may monitor Website areas (including interactive parts) to check compliance with these Terms and applicable law, and may remove content or restrict/suspend access where reasonably necessary.

**13. THIRD-PARTY SERVICES & LINKS**

The on-site restaurant is independently operated. Links (OTAs, maps, videos, restaurant pages) are provided for convenience; we are not responsible for external content or data practices. Their terms and privacy policies apply.

**14. LIABILITY & FORCE MAJEURE**

We are not liable for guests' valuables unless deposited in our reception safe. To the extent permitted by Croatian law, we exclude liability for indirect or unforeseeable loss and for events of force majeure. Nothing excludes liability for intent or gross negligence. Use of the Website is at your own risk.

**15. COMPLAINTS**

Submit a written complaint in person at reception, by email to [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com), via our web form, or by post to our address. We reply in writing within 15 days.

**16. CHANGES TO THESE TERMS**

We may update these Terms from time to time. The "Last updated" date below shows the current version. Continued use of the Website after changes means you accept the updated Terms.

**17. OTHER POLICIES**

For information on how we process personal data and use cookies or similar technologies, see our Privacy Policy and Cookie Policy.

**18. LAW, JURISDICTION & LANGUAGE**

Governing law: Croatian law. Competent courts: Šibenik-Knin County. In case of inconsistency across translations, the Croatian version prevails; English and German versions are convenience translations.

**19. SEVERABILITY & NO WAIVER**

If any provision is invalid, the remainder remains in force and the invalid provision is replaced by a valid one closest in purpose. Failure to enforce a provision is not a waiver.

***Last updated: 29 August 2025***

# PRIVACY POLICY

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## 1. WHO WE ARE

U.O. STELLA MARIS (obrt), owner: Vjekoslav Klarin, OIB 00201278976  
Pod Jasenovac II, 22242 Jezera, Croatia · E: [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com) · T: +385 95 940 3490. We are the controller for this website and our on-site services. No Data Protection Officer appointed. Supervisory authority: AZOP.

## 2. DEFINITIONS

“Website” means all pages under the [www.autocamp-stellamaris.com](http://www.autocamp-stellamaris.com) domain. “User” means anyone accessing/using the Website.

“Guest” means a person who books or stays at the autocamp, apartment or mobile home.

## 3. DATA WE COLLECT & LEGAL BASES

### Website enquiries & bookings

Contact details, dates, party size, message, and channel metadata — for pre-contract steps and performing the contract (Art. 6(1)(b)), compliance with consumer/accounting law (Art. 6(1)(c)), and service quality (Art. 6(1)(f)).

### Guest registration (eVisitor)

Identity document data as required by Croatian tourism/tax law — legal obligation (Art. 6(1)(c)); guests are registered within 24 hours of arrival.

### Payments

Payer identifiers, masked card/transaction references (via POS), sums and receipts — contract and legal obligation (Art. 6(1)(b)(c)).

**CCTV**

Video surveillance at reception, parking, internal road and exterior of accommodation units (never inside units or sanitary areas) — legitimate interests in security (Art. 6(1)(f)). Retention: 30 days unless footage is needed longer for incidents/claims.

**WI-FI**

We provide guest Wi-Fi (Starlink). We do not keep connection/MAC/IP logs beyond what is necessary to provide the service; no marketing use.

**COOKIES & SIMILAR TECH**

We use a consent banner (CookieYes). Non-essential tools are blocked until you consent: GA4 (via GTM), YouTube embeds, Google Maps, and reCAPTCHA. Legal basis: consent (Art. 6(1)(a)). See Cookie Policy.

**4. SOURCES**

Data comes directly from you (forms, email, OTA reservations forwarded to us) and from your lawful use of our site. OTAs act as independent controllers — see each OTA's privacy policy.

**5. WHERE WE STORE/PROCESS DATA**

Hosting is provided by Plus Hosting Grupa d.o.o. (Croatia/EU). If you consent to Google services (e.g., GA4/Maps/YouTube/reCAPTCHA), data may be processed outside the EEA (e.g., USA) under appropriate safeguards (see International transfers).



**6. RECIPIENTS/PROCESSORS**

Hosting: Plus Hosting Grupa d.o.o. (processor)

Website/email maintenance: Ego Media (processor)

Bookkeeping service: third party (processor)

POS acquirer & terminal brand(s): CARD POS 1, CARD POS 2 (processor)

PMS/Channel manager: PMS\_1 (processor) – to be updated

Cookie consent CMP: CookieYes (processor)

Independent controllers: OTAs; Bisage Travel Agency when contacted directly; Google (for GA4/Maps/YouTube/reCAPTCHA if you consent).

**7. INTERNATIONAL TRANSFERS**

Where Google services are enabled by your consent, data may be transferred outside the EEA (e.g., USA). Transfers rely on adequacy (e.g., EU-U.S. DPF) or Standard Contractual Clauses, as applicable. See Google's privacy documentation for details.

**8. SECURITY MEASURES**

We apply organisational, physical and technical safeguards (access controls, encryption in transit, hardened hosting, staff confidentiality, processor contracts, CCTV access controls). Despite safeguards, no Internet service can be 100% secure.

**9. RETENTION**

Enquiries not resulting in a stay: normally up to 12 months.

Guest/booking and invoice/accounting records: 11 years (statutory).

CCTV: 30 days (longer only if needed for incidents/legal claims).

Cookie consent logs: typically 12–24 months (CMP setting).

**10. YOUR RIGHTS**

Access, rectification, erasure, restriction, portability, objection (including to processing based on legitimate interests), and withdrawal of consent (without affecting prior processing). You can lodge a complaint with AZOP.

**11. CHILDREN**

We do not knowingly contract online with children under 16 without parental authorisation.

**12. CHANGES TO THIS POLICY**

We may update this Privacy Policy from time to time. The “Last updated” date shows the current version. Material changes will be signposted on the site.

**13. CONTACT**

Privacy requests: [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com).

**14. EVISITOR NOTICE**

Dear guests, in accordance with EU GDPR and Croatian law, upon reservation and check-in you agree to present identification documents for registration in the eVisitor system. Data are used for statutory and statistical purposes and made available to competent authorities. Any unauthorised use is prohibited.

***Last updated: 29 August 2025***

# COOKIE POLICY

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## 1. CONSENT BANNER (COOKIEYES)

First-layer buttons (equal prominence): Reject All · Customise · Accept All. You can change your choice anytime via Cookie Settings in the footer.

## 2. PRIOR BLOCKING

Until you consent, we block: Google Analytics 4 (via GTM), YouTube embeds, Google Maps, and reCAPTCHA. Necessary cookies run without consent.

## 3. CATEGORIES

Strictly Necessary (Always Active): security, consent storage, core functionality.

Functional: preferences, enhanced features.

Analytics: GA4 usage statistics.

Marketing: YouTube player, Google Maps, reCAPTCHA; future ad/re-marketing tags if added.

### 4. Managing consent

Use the banner on first visit or the persistent Cookie Settings link to enable/disable categories. Withdrawal does not affect prior lawful processing.

## 5. COOKIES & LOCAL STORAGE WE USE

We store your consent choice in cookies/local storage so the banner remembers your selection (typically 12–24 months). If you enable Google services, Google may set its own cookies and similar identifiers.

### 6. THIRD-PARTY COOKIES

When you enable YouTube, Maps or reCAPTCHA, those services process data under their own policies. See Google's privacy and cookie pages for details.

### 7. BROWSER CONTROLS

You can also manage cookies in your browser settings. If you block cookies, some functions may not work as expected.

### 8. COOKIE SETTINGS

Open the consent panel via the footer link "Cookie Settings".

***Last updated: 29 August 2025***

# ACCESSIBILITY STATEMENT

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## OUR COMMITMENT

We aim to make our website usable and understandable for as many people as possible. We use semantic HTML, captions/alt text where meaningful, keyboard focus states, and sufficient colour contrast.

## FEATURES AVAILABLE

Toolbar: zoom in/out, invert, bigger cursor, brightness/contrast, gray-scale, highlight links, reset.

ARIA labels and landmarks.

Reduced motion fallbacks where possible.

## KNOWN LIMITATIONS

Legacy media and some third-party embeds (e.g., maps and videos) may not be fully accessible. We provide alternatives or assistance where feasible.

## ON-SITE ASSISTANCE

If you need help at the campsite, apartment or mobile home, our staff will make reasonable efforts to assist (e.g., parking guidance, luggage assistance).

## FEEDBACK

If you encounter accessibility barriers, contact [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com). We aim to respond within 15 days.

***Last updated: 29 August 2025***



# DISCLAIMER

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## CONDITION & PURPOSE

We maintain these pages to provide public access to information about our services and activities.

## ACCURACY

We strive to keep information timely and accurate. If errors are brought to our attention, we will correct them.

## RESPONSIBILITY & EXTERNAL LINKS

Content on this site is general information and may link to external websites over which we have no control. We are not responsible for the content, availability or data practices of third-party sites (including the independently operated on-site restaurant, OTAs, maps, and video platforms). This site does not constitute legal or professional advice.

## GUARANTEE & TECHNICAL ERRORS

We cannot guarantee that documents published online are exact copies of officially published texts. We aim to minimise technical errors, but some data or displays may contain errors and the service may be interrupted. We are not responsible for difficulties arising from the use of these sites or linked sites.

## LIABILITY

This disclaimer does not limit your statutory consumer rights nor our liability where it cannot be excluded under Croatian law.

***Last updated: 29 August 2025***

# CUSTOMER COMPLAINTS

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## HOW TO COMPLAIN

- In person at reception (complaint form available)
- By email: [info@autocamp-stellamaris.com](mailto:info@autocamp-stellamaris.com)
- Web form on our website
- By post: U.O. STELLA MARIS (obrt),  
Pod Jasenovac II, 22242 Jezera, Croatia

## WHAT TO INCLUDE

Your name and surname, contact details, booking/pitch number if available, the address for delivery of the written reply, and a short description (attach evidence if any).

## OUR RESPONSE

We provide a written reply within 15 days from receipt, stating whether we accept the complaint and any remedy offered. We maintain a complaints register as required by law.

## ESCALATION

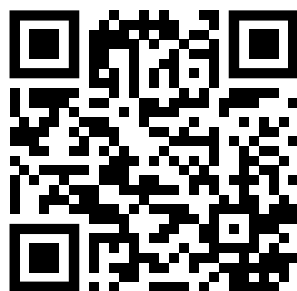
If you disagree with our reply, you may contact the competent national bodies (e.g., the State Inspectorate) or use available ADR procedures, including the EU Online Dispute Resolution platform. For privacy matters, you may contact AZOP.

***Last updated: 29 August 2025***



N 43° 47' 14.2722" - E 15° 37' 7.3524"  
T: 00385 95 940 3490 - E: info@autocamp-stellamaris.com

[www.autocamp-stellamaris.com](http://www.autocamp-stellamaris.com)



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