

Cancellation & House Policy

Meraki Nature Stay (Pineapple Hill d.o.o.)

By confirming your booking, you enter into a binding agreement with **Pineapple Hill d.o.o.**, and you agree to the terms and conditions set out below. These policies are governed by applicable Croatian law.

Payment

- Full payment is required at the time of booking to confirm your reservation.
- A **minimum stay of two nights** applies to all bookings.

Cancellation & Refunds

- **75% of the booking fee is non-refundable**, regardless of the time of cancellation.
As a small, independent business with limited capacity, we rely on every booking and cannot compensate for (last-minute) cancellations.
- **Only 25% of the paid amount is refundable**, and only in case of written cancellation.

Voucher Option

If you are unable to travel, you may **submit a written request** for a voucher instead of a refund. Vouchers are:

- Valid for **2 years** from the original arrival date.
- **Non-transferable** to other individuals.
- Usable for **one single future booking** only.
- **Not redeemable for cash** under any circumstances.

Vouchers are not issued automatically and are subject to our discretion and availability.

No-Show

Failure to arrive without prior written notice will be considered a **no-show**. In this case, the full amount is forfeited and **no refund or voucher** will be issued.

Force Majeure

In the event of unforeseen circumstances beyond our control (e.g. natural disasters, pandemics, war, government-imposed travel restrictions, or strikes), we will consider:

- Offering a **voucher** for rescheduling your stay, or
- Providing a **partial or full refund**, depending on the situation.

Please note: **refunds are not guaranteed** in cases of force majeure and will be assessed individually.

Changes to Your Booking

- Booking modifications may be requested **up to 2 months prior to arrival**, and are subject to availability and written agreement.
- **Administrative fees** may apply depending on the nature of the change.
- **Price adjustments** may apply if the new dates fall within a different season or rate period.

Check-In and Check-Out

- **Check-in:** from 14:00 (2:00 PM)
 - **Check-out:** before 10:00 AM on the day of departure
- We kindly ask all guests to respect these times to ensure proper cleaning and preparation for incoming guests.

Damage & Liability

Guests are expected to treat the accommodation and its contents with care. In the event of any damage, regardless of intent, guests are required to:

- Notify the hosts immediately.
- Repair or replace the damaged item(s), or
- Agree on a fair compensation solution with the host.

Pineapple Hill d.o.o. reserves the right to charge the costs of damage or excessive cleaning required due to misuse of the space.

Security Deposit (€50 Cash Deposit)

To ensure the protection of our property and facilities, we ask for a **security deposit** upon check-in:

- **Pay a cash deposit of €50 per accommodation.**

In case you forgot to bring a cash deposit:

- **Leave a valid passport or ID card** as a hold during the stay (*returned upon check-out*)

This deposit will be **fully refunded at check-out**, provided:

- No damage has occurred to the accommodation or its contents,
- No excessive cleaning is required,
- All house rules have been respected.

In case of damage, missing items, or violations of house rules, part or all of the deposit may be retained to cover costs. A clear explanation will always be provided.

Respect for Nature, Peace & Others

Meraki Nature Stay is a space for peace, reflection, and connection with nature. To preserve this atmosphere, we kindly ask guests to observe the following rules:

- **Quiet hours:** 20:30 (8:30 PM) to 08:00 (8:00 AM)

- Respect all guests, neighbours, and wildlife.
- **No drug use** is allowed on the premises.
- Moderate alcohol consumption is permitted.
- Loud parties or disruptive behaviour are not permitted.

Serious or repeated violations may result in immediate removal from the property **without refund**.

Travel Insurance

We strongly advise all guests to arrange **comprehensive travel insurance** to cover cancellations, delays, illness, or accidents.

Pineapple Hill d.o.o. is **not liable for any costs** arising from travel disruptions or lack of insurance coverage.

Jurisdiction

All disputes arising from bookings and stays at Meraki Nature Stay (Pineapple Hill d.o.o.) shall be governed by the laws of the Republic of Croatia.

Any legal proceedings shall be handled by the competent court in Croatia.

Contact

Need to cancel, reschedule, or request a voucher?

Contact us at **info@merakicroatia.com** — we're happy to help you explore the options.