



Bolara Šešanta guesthouse
Bolara 60
52429 Grožnjan
Croatia
+385 (0)52 8945 847

Registered company:
Purver Colquhoun d.o.o.
Istarska 56
52210 Rovinj, Croatia
OIB: 17420596999

Coronavirus 2020 policy

Prompted by the spread of the new coronavirus across the world this year we outline here our position with regard to bookings for this season. This policy applies from the time of writing – 9th March 2020 – until the end of the main season – 1st November 2020 – and covers bookings for holidays at Bolara 60 during this period. It applies to all bookings made directly with us at Bolara 60. It represents an addition to our usual terms and conditions.

Firstly it is important to emphasise the importance of travel insurance. Travellers should have an insurance policy and know what it covers. At the time of writing most insurance companies are confirming they will cover travel cancelled due to the official advice from sending and receiving states. So for example if your country's government advises against all (or all except essential) travel to our region your travel insurance should cover the cost of your travel and accommodation booking. The same should be true if Croatia or Istria closed its borders, or if you were not able to leave your region of residence due to closed borders. Some policies will also cover cancelled travel due to the written advice of a medical doctor, provided for example because of a prior health condition or being held in isolation. Policies of course vary in details. We will co-operate as needed to help you make such a travel insurance claim.

At the time of writing Croatia is not a heavily infected area and looks unlikely to join the list of regions with travel bans. But of course the situation may change. This season we will be following an enhanced cleaning regime, for example disinfecting door handles daily, and following all guidance provided to us by our local authorities. If travellers to Croatia are required to self-isolate on arrival for a period of time, this may be possible if you are booked into our 'little house' as it is self-contained and self-catering. However it will not be possible at our main guesthouse due to the number of shared spaces, including bathrooms.

We recognise that many holiday-makers will be nervous about travelling anywhere this year and some may wish to cancel their booking despite the lack of official advice to do so. There may be many reasons for this: the particular timing or itinerary of the planned holiday, the age or health conditions of the travellers, or not wanting to pose a risk to vulnerable relations on return home, for example. We cannot judge the relative merits of such claims and do not think it is appropriate to try to. So this policy applies to ALL our bookings for holidays here between 9th March and 1st November 2020, irrespective of coronavirus-related issues.

This season we want to make sure nobody loses out. So this policy represents an addition to our existing terms and conditions (as stated on our website and on all 'accommodation offers' we make): should guests cancel their booking and forfeit monies already paid to us, as per our terms and conditions, we will convert the kuna amount into a voucher which can be used for or towards another booking here another time. We will not deduct any cancellation fee; the entire kuna amount will be 'saved' in the form of the voucher.

We anticipate a very quiet season. Indeed the number of new bookings has fallen considerably. This is of grave concern to us, and indeed most people in Istria - a region in which most people rely heavily on income from tourism, directly or indirectly. Our business will survive one bad year (some sadly won't), but it will be difficult. We have already incurred costs getting the house and garden ready for the season - in fact the majority of the cost of every booking is incurred before the guest arrives. We also have overheads we must pay no matter what, and commitments to staff and other helpers for the entire season, who we do not want to let down.

Updated terms and conditions:

We charge the full amount on reservation, due within one week. Payment ensures that we hold the accommodation for you.

However, if your booking has a value of 4000kn or more, and is being made 4 or more months in advance, then you can pay a 50% deposit and the balance will be due by one month before arrival.

Failure to make payments by the dates given may result in the loss of your booking.

For a full refund you need to notify us in writing of your wish to cancel at least 3 months in advance of the arrival date.

For a 50% refund you need to notify us in writing of your wish to cancel at least 1 month in advance of the arrival date.

If you cancel later than 1 month in advance we will not be able to refund any monies paid.

NEW:

If your booked stay was within the period 9th March to 1st November 2020, any monies we retain due to cancellation will be converted into a voucher which we will issue to you.

This '2020 cancellation voucher' will be for the same kuna value as the total kuna we have received from you; no cancellation fee will be deducted.

'2020 cancellation voucher' details: These vouchers are valid as payment for or towards bookings for holidays taken here by 31st December 2021, after which date they become invalid. They can be used just once, for one booking, and no change or cash alternative can be provided. Once applied to a booking they are treated as payment, and the booking terms and conditions above apply to them as for all bookings. They can be passed on to a friend or relative. Prices used will be those published on our website at the time of booking; they do not remain fixed as 2020 prices. Bookings are, naturally, subject to availability, and must be made directly with Bolara 60.