



Holiday Packages Briefing - Exclusive/Villa packages

Thank you for booking a Holiday Package for Hard Island 2017. We are looking forward to welcome you in Novalja! Please continue reading to learn more about what's coming. We wish you a safe and pleasant journey to Croatia & see you soon!

Arrival & Check-in

You have booked an Exclusive/Villa package which means you have comfort check-in and check-out. However, a short reception will still be needed for us to validate your voucher, hand out bracelets for appropriate services - including the VIP Festival bracelets to your group, and give you your bottle of sparkling wine. SuperVIP guests will also get the Official Beach Towel. The great thing is that this is the only check-in process for all your activities :) After we finish with the formalities of the check-in your holiday officially starts!

Accommodation check-in

- 1 July: 15:00 - 00:00*
- 2 July: 15:00 - 00:00*

*Late check-in is possible if you use our official airport transfers OR if you notify us upfront no later than 24 hours before arrival). Early check-in is not possible!

Accommodation check-out

- 7 July before 09:30*
- 8 July before 09:30*

*Early check-out is possible only if communicated with your accommodation provider/owner at least 24h prior to your departure. Late check-out is not possible!

Instructions for arrival

> **Arriving by car**: please arrive to Check-In Point 2, from there we will dispatch you to the location of your apartment.

> **Arriving with our shared transfers**: if you have a Shared Transfer, you will be dropped off at Check-in Point 2 and driven to your accommodation.

> **Arriving with our private transfers**: if you have a Private Transfer, you will be dropped off at your accommodation.

Please note that a very short stopover at one of our other Checkin Points might be needed.

Check-in process

Depending on your means of travel, you will either be driven directly to your apartment or you might first need to arrive at one of our Check-In Points (you will have priority check-in). A map with locations of all four Check-In Points is in the [Infobook](#), as well as their addresses. When you meet our team, you will exchange your vouchers for the appropriate services and then be escorted to your accommodation. Your accommodation provider/owner will handle your admittance into the accommodation. Please **be sure to get the House Rules** from them and read them in detail together, as they are the most important document for your stay! The House Rules will normally include instructions about the check-out procedure. If they don't, be sure to get them from the provider/owner. You will be presented with all aspects of using the accommodation - do not hesitate to ask the provider/owner if you have questions or something is not clear.

Bring your ID! Every visitor must bring their personal ID or passport for purposes of tourist registration. **Bring a printed copy** and the check-in process will be much quicker. Inform your friends as well - this is a must for every person staying in Croatia.

Safety deposit will be collected from you in order to guarantee covering costs of possible damages, is always paid per person and usually ranges from 30-50 EUR per person, but can be higher for more luxurious accommodations (even 100-150 EUR per person). You might pay it in EUR or equivalent in Croatian Kuna. All situations in which you can lose your safety deposit will normally be explained in the House Rules. If not, please ask your provider/owner for this information. You should receive your deposit back in the same currency during the check-out process. If you have forgotten to get your deposit, you can notify us in 24h after you have checked-out. After that, your deposit will be non-refundable!

Respect House rules! Upon arrival to the check-in point or accommodation, you will receive the House rules which you must abide by. Please read more below.

Keys. You will receive a single key for your accommodation. Make sure to not lose it and communicate with your friends to not leave them behind the locked doors! Losing the key may result in partial or full loss of the safety deposit (dependent on the policy of the accommodation provider/owner).

Our advice: People of Croatia are very friendly and they will do everything for their guests as long as you treat them and their property with care and respect. Be kind to your accommodation provider/owner, don't break anything and keep the accommodation as clean as possible. Try to resolve possible issues in a relaxed and civil manner.

CHECKLIST:

Check-in:

- Save your voucher on the phone (or print it) before leaving home
- Bring a printed photocopy of your ID or passport
- We will exchange your voucher for appropriate services
- Accommodation provider/owner will admit you to your accommodation
- Pay safety deposit to Accommodation provider/owner (normally 50-100 EUR)
- Get the House Rules and read them carefully in detail
- Get instructions for check-out process (if they are not included in House Rules)
- Get detailed information about conditions to retrieve your safety deposit
- Check the accommodation unit with the accommodation provider/owner
- Check if the refrigerator, water heater, and similar appliances have power
- Check proper functioning of locking/closing systems on doors and windows
- Get the WiFi access credentials from the accommodation provider/owner
- Ask the accommodation provider/owner if anything is not clear
- Ask questions or report issues via [HelpDesk](#) (phone call is only for emergency)

Check out:

- Get instructions on the check-out process ample time before
- For early check-out you must notify your accommodation provider 24h upfront
- Make sure your accommodation is clean and tidy before you leave
- Leave the apartment before 09:30 am, late check-out is not possible!
- Return all received keys to accommodation provider/owner
- Get security deposit back (if you didn't do damage or break House Rules)

IMPORTANT: We do not take responsibility and are not in any way liable for the rules and conduct of the accommodation providers/owners, their agents, and staff. In the case of problems, we will do our best to assist you to solve an issue. Our team is available 24/7 for assistance via [HelpDesk](#).

Stay & The festival

A holiday at Hard Island is a truly special experience. Get ready to splash at the pool parties, hop on a boat party and dance under the stars at the night parties. Simply, it is paradise!

The Festival: The third edition of Hard Island Croatia is held in not one, but two clubs on Zrće beach! The festival venues are Kalypso Beach Club for Main stage and Beach stage, and Euphoria Club for Jaws stage. Along with parties on Zrće Beach, there are in total 7 boat parties, the Welcome party on Sunday and Cool Down gathering on Thursday. There is more party than you can handle, but we hope you prove us otherwise! :) For more details, check the "Highlights" and "Festival Venue" sections in our [Infobook](#).

Extra activities: Best way to spend your time at Hard Island is to truly enjoy the summer on the island. Besides visiting the festival and relaxing on the beach, we hope you visit some of the many beautiful beaches and sights that are located in Novalja and surroundings - please [click here](#) to learn more about the location. We have prepared a Yachting Daytrip tour for our visitors as the best way to experience the beauty of nature and way of life on the Croatian coast. [Find out more](#)

The Accommodation. We have ensured that all our guests are provided with quality accommodation giving you the opportunity to relax when you are not out and about. You have booked either an Exclusive or Villa package, possibly with SuperVIP upgrade. By this, you get our guarantee of booked services and 24/7 support. You can expect the following:

- The accommodations shall be clean and tidy for your arrival. A bottle of sparkling wine will be handed out to you (1 per each 5 guests). SuperVIP guests will get a bottle every day!
- Electricity and hot water are guaranteed at all times, with reasonable usage (for example, each guest showers once a day), with exceptions in the case of force majeure.

- Air condition (AC) and WiFi is always guaranteed, except if you have booked Standard apartments. Please use AC reasonably! (do not leave it on when you leave the apartment, do not leave windows open when you use it, etc.).
- Water in the accommodation unit is clean and drinkable unless warned otherwise in the House Rules or by the accommodation provider/owner.
- Bed linen, basic kitchen appliances & cookware are guaranteed. Accommodations do not guarantee towels so bring your own or buy the Official Beach Towel (SuperVIP guests have it included in their package)
- Accommodations normally have a kitchen, a bathroom, basic appliances, most of them also have a terrace/balcony and parking.

Personal belongings are solely your responsibility. You must check your accommodations' windows and doors if they close and open safely. If it is not working properly, ask your provider/owner to do fix it before leaving the accommodation. The accommodation provider/owner nor Hard Island Team will take responsibility for lost and/or stolen items during your stay.

Communication. People in Croatia normally speak and understand English, in some cases also German or Italian. There should always be a person with knowledge of English language for basic speaking and understanding purposes, either at your accommodation or on the phone number of the accommodation provider/owner supplied on the House Rules. If this is not the case, please contact us via [HelpDesk](#) and we will assist you in communication.

Safety and wellbeing. We want you to feel comfortable and safe while staying in the accommodation unit, as well as while spending time outside of your accommodation. If at any time you feel discomfort when interacting with people on the street or at your accommodation, please let us know on our Emergency number provided below.

Questions and reporting issues should be done via our online [HelpDesk](#) - our customer support tool. It is available from 30. June 2017 and at all times during your visit. Always have your Voucher ID number ready to enter it and speed up the process. Our team is trained to handle the requests even faster than an email or phone call. So please, remember to use the HelpDesk for all your requests.

PLEASE NOTE: All deficiencies and/or failures shall be reported on site and solved as soon as possible. No complaints shall be taken into consideration after check-out! The accommodation provider/owner accepts no liability for accidents that might occur due to inappropriate use of the apartment and the equipment. The Hard Island Team as well as the

accommodation provider/owner, are not responsible for any deficiencies and/or situations that might incur as a result of force majeure (war, crime, civil unrest and similar).

SuperVIP

We have a special member of our team who takes care of Exclusive/Villa customers with SuperVIP upgrade. Marko welcomes you at arrival and he will be the main person to assist during your entire stay at Hard Island. You can request your daily evening transfer to and from Zrće Beach, ask for help and even place a special request (via call, sms or WhatsApp).

NOTE: Please understand that Marko is not a butler or a delivery boy :) he is there as your main contact person, for your reception at the club, to organise your transfers, offer advice and assistance if you have problems.

Our SuperVIP guests get daily evening transfers from their accommodation to the club and back. This amenity is available on festival days only (3-4-5-6 of July) and for one transfer in each direction (accommodation > club, club > accommodation). You can request your transfer at any time of the evening/duration of the night party with Marko and he will send a driver to come for you. Only the group leader can request transfers to avoid confusion. We also ask you to be patient - our transfer service team might not always pick you up immediately. Please allow a maximum waiting time of 30-60min in case they are very busy.

NOTE: Please use the transfer service in groups only - daily transfers are not intended to be used by every person in the group separately. For example - if one or few people in your group use the one or all transfers for that day, the transfer will not be available anymore for others in the group.

As a SuperVIP guest, you and your group will get a dedicated table at the SuperVIP area of Kalypso Club for all days of the festival. Your group will use the Partner Lounge entrance to the club and have exclusive access to almost all areas of the club.

NOTE: Please understand that even though you are very special to us that does not give you privileges or special treatment if you break rules of the club and cause trouble. Our team and the security will treat you same as all other visitors.

Departure & Check out

We will be sad to see you go :(but we know you will come back next year! Hard Island week ends on Thursday afternoon with the Cool Down gathering so you will be fresh and relaxed for your journey back home.

Check-out process

Rules for check-out are same as for all other visitors of Hard Island - **until 9:30 am** you must exit the apartment! The instructions for checkout process will normally be part of the House Rules. If they are not, the provider/owner shall explain them to you upon check-in. Once you are ready to leave, the provider/owner will inspect the apartment and if nothing has been broken or damaged you will get your full deposit back. For all check-out related stuff, please communicate directly with your accommodation provider/owner, use the contact number provided in the House Rules. Additionally, our team will also be available via [HelpDesk](#). Please be prepared to return the keys and leave the accommodation tidy. If you did not break any of the House Rules, the provider/owner will return your safety deposit.

Early checkouts Departures in middle of the night must be announced to your accommodation provider/owner **at least 24h prior to your departure!** We are not responsible for your timely communication about this, while we can provide assistance.

Late check-out is not possible!

Important phone numbers

- Marko* +386 41 544 779
- General & Accommodation Info (every day 10am - 10pm): +386 30 422 210
- Airport Transfers Info (1, 2 July and 7, 8, 11 July 0-24h): +386 30 422 211
- Assistance 24/7 (urgent requests only): +386 30 422 212
- Ambulance 24/7 (medical emergency only): 112

The Full Experience

To our Holiday Packages customers we give a combination of advantages when booking online and discounts when you arrive in Novalja. We call this **The Full Experience**. You will get a special bracelet that unlocks many benefits.

When you book a Holiday Packages incl. accommodation, you have:

- the possibility to book extras like VIP tickets and boat parties with priority
- all extras are available for lower prices
- discount codes to book Transfers, Lockers, Merchandise and Yachting Daytrips
- save money and overall pay less
- guarantee of booked services
- 24/7 support

You can already [book online](#) your Local Bus, Lockers, Merchandise and Yachting Daytrip.

The benefits when you arrive:

- discount on the preferred Taxi Minja service
- discount on Jet Boat Novalja experience
- welcome drink at Moby Dick Restaurant
- and more...

Details will be available upon check-in. Additional terms of providers may apply.