



## TRANSFERS BRIEFING

Thank you for booking a transfer to/from Hard Island 2017. We are looking forward to welcome you in Novalja! Please continue reading to learn more about this service. We wish you a safe and pleasant journey to Croatia & see you soon!

### CHECKLIST

To make sure your transfer goes as smooth as possible, please do the following:

- Send us your working phone number with country code
- Save your voucher on your mobile phone (or print it)
- Immediately after landing please turn on your phone
- Check your email and phone regularly so we can communicate!
- Get your belongings and exit the airport as fast as possible
- Find the Hard Island Reception Team outside the airport
- We will validate your voucher before entering the vehicle
- If your flight is late or you have another issue, contact +386 30 422 211
- Be kind and respectful during the transfer, party does not start before Novalja!

**IMPORTANT:** Do not be late during your arrivals and departures as our transfer service is following a very tight schedule and we do not take responsibility for any missed flights. We will not wait for you for unjustified reasons. We will not make unnecessary stopovers. We will not tolerate passengers who are intoxicated, unreasonable, restless or aggressive.

## Shared transfers

A shared transfer service is the most affordable way to get to Hard Island from your designated airport. Also, it's a nice way to meet fellow festival goers already before arrival!

### **Arrival and checkin**

The pickup and departure times of shared transfers are fixed and the transfers will depart at the exact hour written on your vouchers. Transfers driving from/to Split airport might also make a stop at Zadar airport.

After landing, please find the Hard Island Reception Team just outside the airport. With them you can get detailed info about the transfer service and basic info about the festival itself. You will be greeted and directed to the bus/van.

Our guide will be by the vehicle, admitting you to board the bus/van which will be possible once your voucher is validated. On the bus you will also be able to buy Local Bus bracelets.

In Novalja your transfer will stop at every Check-in Point (except the Ticket Office at Kalypso Club), so make sure to get off at the appropriate Check-in point that was appointed to you (you can find this information on your voucher!).

### **Check-out and departure**

Please keep in mind that prior to your departure, you will need to complete the check-out with the owner of your accommodation.

From very early hours on 7 and 8 July the Local Bus will be driving around Novalja, picking up the everyone at their nearest bus stop and dropping off at the main Bus station of Novalja. Our team will be moving around the bus stops to intercept our visitors who are departing to the airports and direct them to the bus stop if needed.

Please be ready to board the bus on one of the bus stops at least 1h before your departure time! Main Bus station is the location where all return transfers, shared or private, will depart from back to the airports.

Nobody is getting picked up at their accommodation, so please check the map of local bus stops to get to the nearest one and be on time for your transfer. Please make sure to arrive to the main Bus station at least 30 minutes prior to the departure of your transfer. We do not take responsibility for any missed transfers and later consequences.

## Private transfers

A private transfer service is the quickest and most comfortable way to get to Hard Island. You have a private van just for your group and will be driven directly to the appropriate Checkin Point. If you have booked Exclusive/Villa Packages, you will be driven to your accommodation (possibly a short stopover is needed at one of the Check-in Points). All private transfer times are suited to your flight arrival and departure times.

### **Arrival and checkin**

After landing, please find the Hard Island Reception Team just outside the airport. With them you can get detailed info about the transfer service and basic info about the festival itself. You will be greeted by our team and your driver, your vouchers shall be validated and you will walk with your driver to the van. Pick up time for you and your group is upon arrival with maximum waiting time of 30 minutes, you can calculate your arrival time in Novalja according to the following information:

Private transfer Zadar Airport > Novalja (approx. 1,5 hour drive)\*

Private transfer Split Airport > Novalja (approx. 2,5 hours drive)\*

Private transfer Zagreb Airport > Novalja (approx. 4 hours drive)\*

\*drive time is same for return transfers

PLEASE NOTE: the duration of the drive is an estimate, we do not guarantee this exact duration of the drive.

The driver will take you to your designated Check-in Point so please provide him this information during the drive (the information is written on your accommodation voucher under important booking information). You will go through the check-in process and then from there you will be driven to your accommodation our accommodation partner. If you have booked Exclusive/Villa Packages, you will be driven by our driver to the accommodation.

## **Check-out and departure**

Please keep in mind that prior to your departure, you will need to complete the check-out with the owner of your accommodation.

From very early hours on 7 and 8 July the Local Bus will be driving around Novalja, picking up the everyone at their nearest bus stop and dropping off at the main Bus station of Novalja. Our team will be moving around the bus stops to intercept our visitors who are departing to the airports and direct them to the bus stop if needed.

Please be ready to board the bus on one of the bus stops at least 1h before your departure time! Main Bus station is the location where all return transfers, shared or private, will depart from back to the airports.

Nobody is getting picked up at their accommodation, so please check the map of local bus stops to get to the nearest one and be on time for your transfer. Please make sure to arrive to the main Bus station at least 30 minutes prior to the departure of your transfer. We do not take responsibility for any missed transfers and later consequences.

Return transfers will depart from the main Bus station in Novalja and you will be taken directly to the airport where you fly from. Departure time for your return private transfer is calculated so that you will arrive at the airport minimum 2 hours before your flight. You will be notified upfront and it is not possible to change the departure time of your return transfer.

## **Important phone numbers**

- 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