



NACIONALNA UDRUGA OBITELJSKIH I MALIH HOTELOVA
ASSOCIATION OF FAMILY AND SMALL HOTELS OF CROATIA

TERMS & CONDITIONS of using the B2B site for Travel Agents:

Access to this B2B website OMH is granted by the Association of small and family-run Hotels of Croatia to certified Travel Agents and Touroperators who register on this site with their full information. By registering and using this partner site you automatically accept all the terms and conditions stated here. After registering our staff from the Information Centre will contact you with your designated code. You can then LOG in with your code and the password you have chosen.

All services of Hotel accomodation and packages displayed here are being provided to your client directly by the supplier – the Hotels themselves and not the Association OMH. The Association is a non profit intermediary in this cooperation providing information and software support as well as the platform for this B2B partnership of our member Hotels with Travel Agents and Touroperators. Pricing and availability of hotel rooms are updated by Hotel Staff which is therefore responsible for the accuracy of data for their Hotel provided on this site.

The reservation for your client(s) can be made directly through the interface of the website in real time („Book a stay“ button) or by sending an inquiry first („Send inquiry“ button). Each Hotel is listed with all the necessary information, photos, room listing, room details, available packages etc. The Hotel's cancellation policy and terms are also listed prior to the booking. All rates shown are gross and from those rates you can earn from 8% to 12% Travel Agent comission. Through this site you can also send an inquiry for special offers and themed packages with higher levels of comission and terms agreed directly with the Hotels. Information can also be provided by our call centre.

When booking accomodation for your client(s) for the desired dates when the Hotel has availability, you are shown the exact amount for the services and the amount of commison that you will earn. Since the Guest is your Agency's client, you are allowed to charge the Guest the entire amount of the reservation. From that amount your Agency keeps the amount for the approved comission. The rest of the amount is to be paid to the Hotel Account (or by your company credit card) at least 7 days prior to the Guest arrival. To guarantee your payment, you are requested to enter your company's credit card information. When the booking is made, the Hotel has the right to pre-authorize the company's credit card for the amount of hotel services. Your company's credit card data will be securely stored using SSL technology. If the rest of the amount for Hotel services is not payed until 7 days before the Guest arrives the Hotel is authorized to charge the company's credit card for 100% of the amount.

The personal information of the guest will not be used by the Hotel prior to arrival. All contact is between your Agency and your Guest. The Agency is expected to confirm to the Guest that the accomodation has been booked.

In case of late cancellation or no-show (according to each Hotel individual policy) your company's credit card will be debited or charged in the proper amount. Each Hotel has it's own cancellation policy which will be visible prior to reservation and also emailed to you with the reservation confirmation.

Hotels presented in this B2B section of the site OMH have all agreed to these same terms. The only conditions they maintain is their cancellation policy, which are visible to the Agent prior to reservation.

The Association of small and family-run Hotels is therefore in no way chargable for any of these payments since the cooperation is directly between the Hotels and the agencies at the time of reservation and both sides have agreed and accepted these terms. The Association is not in any way responsible for cancellations of Agency bookings nor in case of no shows which is all covered with cancellation policies of each Hotel. Any disputes, claims or complaints should be adresssed to the Hotel directly. The Association retains the right to change these Terms & Conditions without prior notice.



By registering I confirm that the Agency I represent has accepted these Terms & Conditions.