

## Products and Services

### Name and Description:

DIMITRIS Residence is a residential apartment complex offering tourist accommodation in modernly equipped apartments of various sizes and capacities.

All apartments are air-conditioned and feature a private bathroom, kitchen, free Wi-Fi, TV with cable channels, and a balcony or terrace.

Guests have access to shared facilities, including the swimming pool, restaurant, garden, and parking within the property.

## Offered Services:

- Short-term tourist apartment rentals
- Daily maintenance and cleaning (on request – for an additional fee)
- Airport transfers (for an additional fee)
- Vehicle, boat, and yacht rentals (on request)
- Organization of excursions, tours, and water activities (for an additional fee)

## Prices and Payment:

- Accommodation and additional service prices are quoted in euros (EUR) and include all applicable taxes and legal obligations.
- If there are any additional costs (e.g., tourist tax, transfer fees, special services on request), these are clearly indicated at the time of booking and prior to payment confirmation.
- Payment can be made via a secure online system (credit card, debit card, electronic payment) or directly at the property reception.

## Reservation and Contract Procedure

The reservation process and the conclusion of a tourist accommodation agreement at DIMITRIS Residence are carried out through the following steps:

1. The guest submits a reservation request via the website, e-mail, phone, or partner platforms (e.g., Booking.com, Airbnb, etc.).
2. The guest receives a confirmation of the reservation request via e-mail.

3. Within 24 hours, the guest receives an e-mail with instructions for the advance payment (minimum 30% of the total amount).
4. The remaining balance, if not paid in advance, is to be settled one month before arrival or upon arrival at the property, according to the agreed terms.
5. Upon receipt of the advance payment, the reservation is confirmed, and the contract between the guest and DIMITRIS Residence is considered concluded.

## **Payments can be made via:**

- Secure online transaction through a payment link (credit or debit card)
- Bank transfer
- Cash or card payment at the property reception

All amounts are quoted in euros (EUR) and include all applicable taxes and legal fees.

### **Service Provision and Schedule**

Tourist accommodation services are provided for the exact period confirmed at the time of booking.

All additional services (transfers, excursions, vehicle rentals, etc.) are provided by arrangement and with prior confirmation.

## **Personal Data Protection**

Guests' personal data (name, surname, address, phone number, e-mail, stay details, etc.) are used exclusively for the following purposes:

\*Execution of the reservation and accommodation agreement, Communication with guests before, during, and after their stay, Fulfillment of legal obligations (e.g., reporting stays to competent authorities), Statistical analysis and service improvement, exclusively in anonymous form.

\*Personal data are not disclosed, sold, or shared with third parties, unless required by law or necessary to provide the service (e.g., through booking platforms, reporting guests to tourist authorities, etc.).

\*DIMITRIS Residence takes all organizational and technical measures to prevent unauthorized access, alteration, loss, or misuse of personal data.

## **Payment Card Data Protection**

DIMITRIS Residence does not collect or store guests' payment card information.

Online payments are processed exclusively through secure and certified payment processors compliant with international PCI DSS (Payment Card Industry Data Security Standard) L1 or L2 standards.

This means that all card data entries are performed on secure server pages of partner banks or payment processors, and DIMITRIS Residence never has access to this information.

## **CONVERSION STATEMENT**

All payments will be made in the national currency of Montenegro – Euro (EUR).

- The amount charged to your credit card is obtained by converting the price expressed in dollars into euros, according to the current exchange rate of the Central Bank of Montenegro.
- When your credit card is charged, the same amount is converted into your local currency according to the exchange rate applied by the card associations.
- As a result of this conversion, there may be a slight difference from the original price stated on our website.
- All payments are made in the currency of Montenegro (EUR).
- The amount charged to your credit card account is converted into your local currency according to the exchange rate of the card associations.



DIMITRIS

RESIDENCE

*The crown of your pleasure*