

# Terms, Policies and Payment Conditions

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## 1. About Us

**Company name:** Poseidon LLC

**Headquarters:** Jaz Beach bb, Budva, Montenegro

**VAT ID:** 02832224

**Business code:** 55.10

**Responsible person:** Kovačević Mitar

**Bank account:** 520-20148-62

**Phone:** +382 69 411 240

**Email:** info@poseidon-jaz.com

## 2. Privacy Policy

Hotel Poseidon respects and protects the privacy of its guests and website users. This privacy policy defines what data we collect, for what purposes it is used, and how it is stored.

We collect and process data in accordance with the Personal Data Protection Law of Montenegro.

We reserve the discretionary right to modify this Privacy Policy at any time, and the updated text becomes effective immediately upon being published on our website.

Continued use of the website after changes implies that you accept all the terms of the revised Privacy Policy. Therefore, we advise users to periodically review the Privacy Policy to stay informed of any updates.

### 2.2. Data Collection and Usage

Data is collected on our website during:

- Accommodation reservation, and/or
- Advance payment

The data we collect includes:

- Full name
- E-mail address
- Phone number
- Arrival and departure dates
- Accommodation unit number
- Reservation number
- Amount paid
- Residential address
- City and country

Purposes of data processing:

- Fulfillment of the accommodation contract
- Compliance with legal obligations (guest registration)
- Communication with guests and sending reservation confirmations
- Improving user experience and service quality

Hotel Poseidon processes personal data lawfully, fairly, and transparently, strictly for specific and justified purposes. Only data necessary for service realization is collected. Each piece of data is handled with particular care regarding its accuracy, completeness, and confidentiality. Data is stored for a limited time – only as long as legally or operationally necessary – with appropriate safeguards to prevent misuse, unauthorized access, or improper processing.

### **2.3. Data Storage and Retention**

Data is stored in secure databases, accessible only to authorized personnel, and not shared with third parties unless legally required.

Our website uses cookies to improve functionality. By using our site, you consent to the use of cookies. You can disable them in your browser settings.

### **2.4. Cookies**

Our website uses cookies to enhance your experience. Cookies are small text files stored on your device.

You can disable them in your browser settings. Disabling cookies may affect website functionality.

### 3. Terms of Use

By using the website [www.poseidon-jaz.com](http://www.poseidon-jaz.com), the user accepts the stated terms. The site content is for informational purposes. Hotel Poseidon reserves the right to change content without prior notice.

### 4. Reservation Process

1. After you submit an inquiry, we check availability and send you an offer via email.
2. If you agree with the terms in the offer, you confirm it by replying with clear acceptance.
3. Once we receive your acceptance email, the reservation is considered made, and we will send you instructions to pay an advance of 20% of the total amount.
4. After payment, you are required to notify us of the payment and payment method.
5. Once funds are received in the Hotel Poseidon account, we will send you the final reservation confirmation and a travel voucher.

### 5. Payment Policy and Security

Advance payment can be made via:

- Bank transfer (account: 520-20148-62)
- Cash at the hotel reception
- Credit cards through our website

Advance payment on our website can be made using the following card types: VISA, Maestro, or MasterCard with internet payment support.

Card payments are securely processed via NLB Montenegro Bank AD Podgorica and the Ixopay Payment Gateway system, which uses the 3D Secure protocol and SSL encryption. Card data is not stored on the hotel system but is automatically forwarded to the bank processor.

Please check with your issuing bank whether your card supports online payments.

## **5.2. Data Protection During Card Payments**

When entering credit card information, confidential data is transmitted over the public network in a protected (encrypted) form using SSL protocol, with state-of-the-art tokenization of sensitive data, and in accordance with PCI-DSS standards. Card data is never available to the merchant.

3D Secure protection for all merchants and customers – the Ixopay Payment Gateway uses the highest global standards of security and data privacy. All merchants using Ixopay are automatically included in 3D Secure, ensuring purchase safety. Customer card numbers are not stored on the merchant's system and are protected with SSL encryption.

PCI standards protect sensitive cardholder data throughout the payment process: from the moment data is entered on the merchant's sales point, during communication with banks and card organizations, and during subsequent data storage.

## **6. Cancellation and Refund Policy**

- Cancellation up to 50 days before arrival – full refund of the advance
- Cancellation between 50 and 30 days – 50% refund of the advance
- Cancellation less than 30 days before arrival or no-show – no refund
- In case of shortened stay – full reservation amount is charged
- Bank fees for refunds are borne by the guest

If the payment was made by credit card, the refund is made exclusively to the same card. The refund is processed within 14 days.

## **7. Complaints and User Rights**

Guests have the right to submit a complaint if the service does not match the description or agreement. Complaints may be submitted via email or directly at the reception.

Hotel Poseidon will resolve the complaint promptly by one of the following means: replacement, correction of the service, or refund in accordance with our policies.

## 8. Contact

Hotel Poseidon

Address: Jaz Beach bb, Budva, Montenegro

E-mail: [info@poseidon-jaz.com](mailto:info@poseidon-jaz.com)

Phone: +382 69 411 240