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PRESENT

SONUS FESTIVAL 10 YEARS

AUGUST
20 - 24 2023
PAG ISLAND

Info Letter 2023



SONUS 2023: Info Letter (Accommodation Packages & Extras)

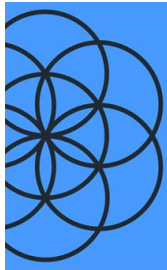
Welcome to SONUS Festival 2023!

Sonus Festival 2023 edition is just a few days away, so here you can find some important info regarding the services you have booked with us.

Don't forget to bring your coded vouchers (e-tickets) and identification document (passport or national ID card) with you, as you will need those to claim your booked services!

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1. GENERAL FESTIVAL & WRISTBAND EXCHANGE INFO

SONUS 2023 festival guide with all important festival details, timetables and useful information for the best possible festival experience will be issued on **August 17th, 2023**. Stay tuned!

In case you have purchased the festival tickets only – your festival wristband exchange point will be at Zrce Beach: <https://g.page/zrce-party-beach>

WORKING HOURS:

Saturday, 19.08.2023: 16:00 – 22:30

Sunday, 20.08.2023: 13:00 – 03:30

Monday, 21.08.2023: 15:00 – 04:00

Tuesday, 22.08.2023: 16:00 – 04:00

Wednesday, 23.08.2023: 16:00 – 04:00

Thursday, 24.08.2023: 17:00 – 04:00

In case you have purchased official Sonus accommodation packages, please head to “Accommodation Check-in” section for all the details.

2. ACCOMMODATION CHECK-IN

2.1. GENERAL ACCOMMODATION INFO

Accommodation check-in instructions are provided depending on your booked accommodation (please check sections below).

If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

Obligatory security deposit (deposit amount & payment obligation depending on booked accommodation unit) will be collected upon arrival to your accommodation and will be returned when checking out, unless there has been damage made to the accommodation (according to the House Rules and Regulations).

Check-out from all accommodation facilities is at your booked departure date, by the listed check-out time at latest. Staying in the accommodation facility after listed check-out time is subject to additional charges.

For all (additional) information regarding your booked accommodation please contact: travelsupport@sonus-festival.com or **+385 95 870 3711** (**phone number will be active from 19.08.2023.*)



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2.2. APARTMENTS

Your apartment address will be given to you and you will be guided to your booked apartment facility after you check-in at your listed accommodation check-in point.

Your accommodation check-in point, Sonus festival wristband & festival shuttle pass exchange point is (*depending on booked services):

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

Accommodation check-in point phone number: **+385 95 870 3711**

SONUS CHECK-IN POINT (NOVALJA BUS STATION) WORKING HOURS:

19.08.2023: from 13:00 to 24:00

20.08.2023: from 13:00 to 24:00

Apartment accommodation contact number (for accommodation check-in after 20.08.2023. & for all accommodation related issues): **+385 91 579 4008**

Late check-in (arrival after listed working hours) must be announced in advance!

If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

APARTMENTS SECURITY DEPOSIT (Obligatory! Will be returned when checking out, unless there has been damage made to the accommodation): 50 EUR per person

Check-out from all apartment facilities is at your booked departure date by 10:00 (AM). Staying in the apartment after listed check-out time is subject to additional charges.

Sonus festival wristband & festival shuttle pass exchange after 20.08.2023:

SONUS CHECK-IN POINT at ZRCE BEACH

<https://g.page/zrce-party-beach>

WORKING HOURS:

Saturday, 19.08.2023: 16:00 – 22:30

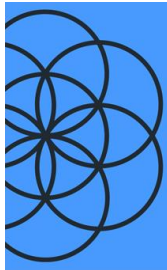
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2.3. MOON ROCKS HOSTEL

Your accommodation check-in point is:

MOON ROCKS HOSTEL

Obilaznica 5, 53291, Novalja

<https://goo.gl/maps/MPfMybYD7eNLuaPZ6>

Hostel reception: +385 99 489 1836

Check-in hours: from 15:00 (3 PM)

Check-out hours: until 10:00 (AM)*

**Staying in the hostel room after listed check-out time is subject to additional charges.*

Note: If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

SECURITY DEPOSIT (Obligatory! Will be returned when checking out, unless there has been damage made to the accommodation): 50 EUR per person

Your Sonus festival wristband & festival shuttle pass exchange point is (*depending on booked services):

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

WORKING HOURS:

19.08.2023: from 13:00 to 24:00

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Sonus festival wristband & festival shuttle pass exchange after 20.08.2023:

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WORKING HOURS:

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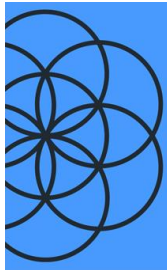
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2.4. HOTEL OLEA

Your accommodation check-in point is:

HOTEL OLEA

Burin bok 35, 53291, Novalja

<https://goo.gl/maps/GpnqG1vkrmREQ3LR6>

Hotel reception: +385 53 555 100

Check-in hours: from 15:00 (3 PM)

Check-out hours: until 11:00 (AM)*

**Staying in the hotel room after listed check-out time is subject to additional charges.*

Note: If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

SECURITY DEPOSIT (Obligatory!): Credit card pre-authorization

Your Sonus festival wristband & festival shuttle pass exchange point is (*depending on booked services):

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

WORKING HOURS:

19.08.2023: from 13:00 to 24:00

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Sonus festival wristband & festival shuttle pass exchange after 20.08.2023:

SONUS CHECK-IN POINT at ZRCE BEACH

<https://g.page/zrce-party-beach>

WORKING HOURS:

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2.5. HOTEL LIBERTY

Your accommodation check-in point is:

HOTEL LIBERTY

Lokunje 7, 53291, Novalja

<https://goo.gl/maps/m3bXVT34rWcwzdUt6>

Hotel reception: +385 99 599 6024

Check-in hours: from 15:00 (3 PM)

Check-out hours: until 10:00 (AM)*

**Staying in the hotel room after listed check-out time is subject to additional charges.*

Note: If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

SECURITY DEPOSIT (Obligatory!): Credit card pre-authorization

Your Sonus festival wristband & festival shuttle pass exchange point is (*depending on booked services):

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

WORKING HOURS:

19.08.2023: from 13:00 to 24:00

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Sonus festival wristband & festival shuttle pass exchange after 20.08.2023:

SONUS CHECK-IN POINT at ZRCE BEACH

<https://g.page/zrce-party-beach>

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2.6. LIBERTY PLAZA HOTEL

Your accommodation check-in point is:

LIBERTY PLAZA HOTEL

Lokunje 5, 53291, Novalja

<https://goo.gl/maps/mfDQ79KgFrhUyE4T8>

Hotel reception: +385 99 599 6024

Check-in hours: from 15:00 (3 PM)

Check-out hours: until 10:00 (AM)*

**Staying in the hotel room after listed check-out time is subject to additional charges.*

Note: If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

SECURITY DEPOSIT (Obligatory!): Credit card pre-authorization

**Your Sonus festival wristband & festival shuttle pass exchange point is
(*depending on booked services):**

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

WORKING HOURS:

19.08.2023: from 13:00 to 24:00

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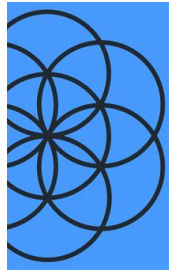
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2.7. HOTEL IN EXCELSIS

Your accommodation check-in point is:

HOTEL IN EXCELSIS

Lunjski put 91, 53291, Novalja

<https://goo.gl/maps/tiJGnyxPhxdSWbPb8>

Hotel reception: +385 99 376 7042

Check-in hours: from 15:00 (3 PM)

Check-out hours: until 11:00 (AM)*

**Staying in the hotel room after listed check-out time is subject to additional charges.*

Note: If for whatever reason you will not be able to check-in at your booked check-in date and will arrive at a later date, it must be announced in advance.

SECURITY DEPOSIT (Obligatory!): Credit card pre-authorization

Your Sonus festival wristband & festival shuttle pass exchange point is (*depending on booked services):

SONUS CHECK-IN POINT (at parking lot of NOVALJA BUS STATION)

Obilaznica 1, 53291, Novalja

<https://goo.gl/maps/e8PgCTKFDVaRwAJG7>

WORKING HOURS:

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3. FESTIVAL SHUTTLE SERVICE


Festival shuttle bus service operates from August 19th until August 25th, 2023 per schedule listed below*.

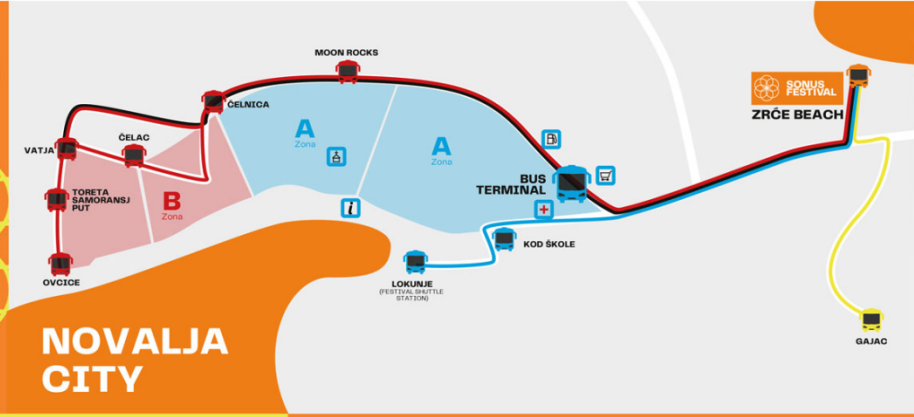
FESTIVAL SHUTTLE TIME TABLE

RED	OVČICE	TORETA SAMORANSJ PUT	VATJA	ČELAC	ČELNICA	MOON ROCKS	BUS TERMINAL	ZRČE BEACH (SONUS FESTIVAL)	YELLOW	GAJAC	ZRČE BEACH (SONUS FESTIVAL)
17:00 – 8:00 EVERY 15 MIN	17:00	17:07	17:10	17:12	17:15	17:17	17:24	17:29	ALL DAY AND NIGHT EVERY 60 MIN	15:00	15:05
	17:15	17:22	17:25	17:27	17:30	17:32	17:39	17:44		16:00	16:05
8:15 – 17:00 EVERY 30 MIN	17:30	17:37	17:40	17:42	17:45	17:47	17:54	17:59	00:00	17:00	17:05
	08:15	08:22	08:25	08:27	08:30	08:32	08:39	08:44		01:00	02:00
	08:45	08:52	08:55	08:57	09:00	09:02	09:09	09:14			01:05
	09:15	09:22	09:25	09:27	09:30	09:32	09:39	09:44			02:05

BLUE	LOKUNJE (FESTIVAL SHUTTLE STATION)	KOD ŠKOLE	ZRČE BEACH (SONUS FESTIVAL)	BLACK	VATJA	ČELNICA	MOON ROCKS	BUS TERMINAL	ZRČE BEACH (SONUS FESTIVAL)
17:00 – 8:00 EVERY 15 MIN	17:00	17:05	17:07	7:00 – 22:00 EVERY 60 MIN	07:00	07:02	07:04	07:11	07:16
	17:15	17:20	17:22		08:00	08:02	08:04	08:11	08:16
8:15 – 17:00 EVERY 30 MIN	17:30	17:35	17:37	22:00 – 06:00 EVERY 20 MIN	09:00	09:02	09:04	09:11	09:16
	08:15	08:20	08:22		22:20	22:22	22:24	22:31	22:36
	08:45	08:50	08:52	22:40	22:42	22:44	22:51	22:56	
	09:15	09:20	09:22	23:00	23:02	23:04	23:11	23:16	

scan the QR code to buy your bus ticket

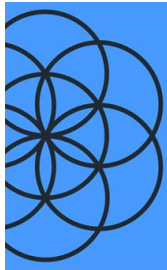




SHUTTLE TICKETS ARE AVAILABLE AT LOKUNJE (CENTER) FESTIVAL SHUTTLE STATION AND AT THE MAIN FESTIVAL CHECK-IN AT ZRČE BEACH.

PLEASE NOTE: DEPARTURE TIMES MAY DIFFER DUE TO TRAFFIC SITUATION AND USE OF CAPACITY. WE RECOMMEND TO ARRIVE AT THE STATION 5 MINUTES BEFORE DEPARTURE.

*Disclaimer: Festival shuttle bus service is provided by our partner CityBus Novalja / SITO NOVALJA d.o.o. and is subject to traffic conditions / departure times may differ due to traffic situation.



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4. AIRPORT TRANSFERS

SCHEDULED (GROUP) AIRPORT TRANSFERS TO NOVALJA

Please find your vehicle (bus or van) with SONUS sign at the Airport' Arrivals terminal outside. BUS or VAN will be parked at the parking spot for buses at the airport. When landing at Split Airport, please note you have to pass through pedestrian tunnel to reach parking spot for buses. All transfers will head directly to the parking lot next to Novalja Bus Station (the main Sonus accommodation check-in point).

SCHEDULED (GROUP) AIRPORT TRANSFERS FROM NOVALJA

All airport transfers depart from the macadam parking lot next to Novalja Bus Station (<https://goo.gl/maps/VptCysBvLJcAHnVA9>) promptly at the specified times. Aim to arrive at least 30 minutes before your transfer is scheduled to depart and allow sufficient time to travel from your accommodation to your transfer pick up point.

Please be aware that scheduled (group) airport transfers are not door to door service and do not have drop-offs / pick-ups at the accommodation facilities. All scheduled (group) airport transfers operate to/from the point listed above: macadam parking lot next to Novalja Bus Station.

The transfer duration depends on traffic conditions, therefore the time it takes is subject to change. Sonus Festival will not be held responsible for missed flights, trains, buses or any other means of transport. Please be aware that our transfers depart on time, so make sure to be on the departure point 30 minutes prior scheduled departure time.

Passengers are not permitted to travel under the influence of alcohol or any other substances and these shall not be consumed on the transfers.

Please be aware that all passengers are responsible for their own luggage and / or other personal belongings. Airport transfers provider takes no responsibility for forgotten, misplaced or lost items.

For all (additional) information regarding your booked airport transfer service please contact: airporttransfer@croatiamusicfestivals.com or **+385 91 330 4020**



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5. OTHER IMPORTANT & USEFUL INFORMATION

OFFICIAL CURRENCY:

An official currency in the Republic of Croatia is euro (symbol: €; code: EUR). Foreign currencies can be exchanged in local banks and exchange offices. Euro cash can be withdrawn from your bank account at ATMs all over the Republic of Croatia.

CLIMATE:

The average temperature during the summer is 25–30°C. Note that the festival is held late in summer, so temperatures might not reach the highest values.

IMPORTANT PHONE NUMBERS:

When dialing any Croatian phone number from your phone you need to pre-dial 00 385. Below are the emergency phone numbers:

- **112** is the common emergency telephone number that can be dialed free of charge from any fixed or mobile telephone in order to reach emergency services (ambulance, fire and rescue, police)
- **192** Police
- **193** Fire department
- **194** Emergency medical help
- **195** Maritime search & rescue
- **1987** Help on the road

TRAVEL DOCUMENTS:

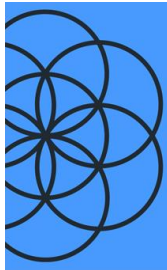
Citizens of EU countries may enter Republic of Croatia by using their national identity cards (if these exist) instead of their passport. Otherwise, valid passports are required to enter Republic of Croatia.

Republic of Croatia is a Schengen area member state and the visa regime of the Republic of Croatia is part of the European Union acquis. In order to check if the citizens of your country need a visa to enter the Republic of Croatia / EU, we kindly ask you to visit the Ministry of Foreign and European Affairs, Republic Croatia webpage: <https://mvep.gov.hr/en>

GENERAL ACCOMMODATION HOUSE RULES:

We would like to inform you about some general house rules valid in accommodation facilities in the Republic of Croatia in order to make your stay enjoyable.

– In the Republic of Croatia you will be staying in different accommodation facilities offered (based on your confirmed reservation), which have common house rules. Facilities with more specific house rules (other than general house rules provided here) will have those house rules listed, so please pay attention to any specific house rules provided in the facility.



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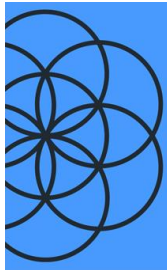
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- *If you do not obey the house rules, your accommodation stay might be terminated immediately. Should this happen, you will not be entitled to any refunds of the payment or additional costs.*
- *Only properly registered guests, who accepted house rules, can stay in the provided accommodation facilities. Unregistered guests / visitors are not allowed in accommodation facilities.*
- ***If you plan on arriving after the official check-in hours, only pre-announced late check-in into accommodation facilities will be available.***
- *Guests are responsible for their own behaviour and liable for any damages caused.*
- *Owner/Agency is not responsible for any loss or theft of guests' personal belongings and valuables.*
- *All the apartments in our offer are equipped with linens and bathroom towels. However, it is recommended to take an additional towel.*
- *The hostels offer only basic bedlinen, therefore please bring your own towels.*

BASIC RULES OF BEHAVIOUR IN ACCOMMODATION:

- *It is forbidden to destroy accommodation property, cause noise or disturb other guests.*
- ***It is strictly forbidden to make noise from 22:00 (10 PM) to 8:00 (8 AM).***
- *Guests are obliged to leave accommodation in the same condition as it was upon their arrival.*
- ***Only registered guests can stay in accommodation facilities. If an unregistered person will be found staying with you, your stay will be terminated without possibility of complaint, refund or recompense.***
- *It is forbidden to take towels, blankets and other items from the room or apartment to the beach.*
- ***Please look after the accommodation property. You are responsible for any damage caused.***
- *Smoking is not allowed inside accommodation facilities.*
- *When leaving accommodation, close windows and lock the entrance door. Turn off all electric appliances (air conditioning, etc...), water and gas.*
- ***Upon checking-out, all accommodation facilities are inspected by the owner/agency personnel.***
- *Return accommodation keys to the owner/landlord/reception when checking out.*
- *It is not permitted to bring animals, except if previously arranged with the reception desk personnel or with the owner.*
- *For hygienic reasons, please throw garbage out of the apartment/house daily (into available outdoor garbage bins or containers) because of high temperatures in the summer.*
- ***In some facilities there might be a security deposit (amount depends on accommodation facility) as an insurance of possible disappearance, damages and destruction of***



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accommodation facility. The security deposit is either returned or retained by the owner/agency/hotel as the compensation for possible damage.

- *The house rules are an integral part of the Terms & conditions that guests are requested to read as an indication of their acceptance.*
- *If you have any wishes, compliments or complaints, please contact the reception/owner/agency.*

IF CERTAIN HOUSE RULES ARE BROKEN, POLICE MIGHT BE INFORMED!

GDPR Notice:

In accordance with **General Data Protection Regulation – GDPR**, we must inform you that when placing a reservation and at check-in into accommodation facility you agree to present your personal identification documents, i.e. submit your personal data (first and last name, type and number of your personal identification document, gender, state and address of residence, with date of birth and citizenship), all for evidence of tourists in the Information System of Tourist Boards of the Republic of Croatia – **eVisitor** (Law on sojourn tax, National Gazette 152/08).

The personal data is collected for statistical processing and is used by the Tourist boards, public authorities and Ministries relating to this procedure (Ministry of tourism and Tourist inspection, Ministry of internal affairs and Ministry of finances – Customs authorities).

Each unauthorized usage, publication, change, processing, reproduction, distribution, recording or assignment or any other form of unauthorized usage of such personal data is strictly prohibited.

A complaint in regard of processing of your personal data may be submitted by email: info@htz.hr

eVISITOR (www.evisitor.hr) IS CROATIAN NATIONAL INFORMATION SYSTEM FOR CHECK-IN AND CHECK-OUT OF TOURISTS. For more information about eVisitor contact Croatian National Tourist Board (info@htz.hr) or visit the local tourist board office.

NOTE: If the guest refuses to present the personal identification documents, in accordance with legal regulations, will be rejected from accommodation with no possibility of refund or compensation for damages.

Wish you a pleasant journey & memorable Sonus 2023 festival experience!

Sonus Festival Team