

SONUS 2024: Accommodation & Transfers Info Letter

Welcome to SONUS Festival 2024!

Sonus Festival 2024 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 booking confirmation, 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. ACCOMMODATION CHECK-IN

1.1. GENERAL ACCOMMODATION INFO

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

Standard check-in hours for all accommodation facilities in the Republic of Croatia are **from 15:00 (3 PM) until 23:00 (11 PM)**. You are not able to check-in into your accommodation prior the listed check-in hours.

If for whatever reason you will not be able to check-in on your booked check-in date and will arrive on a later date, or will not be able to check-in during the check-in working hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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.

Please arrange your check-out directly on the reception of booked facility or with the landlord (for apartment bookings). If for any reason you will need early check-out (on any earlier date than originally booked, in the middle of the night or in the early morning hours) – it is obligatory to announce this to the reception or landlord in advance.

For all (additional) information regarding your booked accommodation please contact: travelsupport@sonus-festival.com or +385 99 8220 571 (SONUS Travel Support phone number will be active from 17.08.2024.)

Festival wristbands, shuttle bus passes or any other additional services cannot be claimed in the accommodation facilities or at the main accommodation check-in point. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged on the Boat Party departure point. Scheduled group airport transfers will be provided at the airport transfer departure point (are not door to door service).

1.2. 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.
- 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 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.

1.3. APARTMENTS

1.3.1. APARTMENTS GAJAC 3*

Your accommodation check-in point is:

Reception of APARTMENTS HOSTIN - GAJAC Gajac - zone B-2, 53295 Pag, Croatia https://maps.app.goo.gl/E2g1jh5GWjpCgTJq5 APARTMENTS HOSTIN - GAJAC reception: +385 99 6825 586

Check-in hours: from 15:00 (3 PM) - 23:00 (11 PM)

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

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the apartments. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.3.2. ALL OTHER APARTMENT FACILITIES

If your booked apartment facility is one of listed below, please proceed to our main apartment accommodation check-in point:

- Apartments Standard 3*
- Apartments Superior 3*+
- Apartments Superior 3*+ with pool
- Apartments Kristal Paris 4*
- Apartments Lolita 3*+ / 4*
- Apartments Sarkic 5*
- Apartments Zeneral Miljenko 3*+
- Coco Pool House 3*+
- Jacuzzi Central Apartments 3*+
- Villa Anna 4*
- Villa Katy 3*+
- Villa Mateja 3*+
- Villa Pool Centrale 3*+
- Villa Royal 3*+
- Zrce Royal Villa 4*

Your apartment accommodation check-in point is:

SONUS APARTMENT ACCOMMODATION CHECK-IN POINT

NOVALJA BUS STATION – "City bus" office

Obilaznica 1, 53291, Novalja

https://maps.app.goo.gl/MjCPoAjZcj6V8Q9w8

Sonus accommodation check-in point phone number: +385 99 8220 571

Apartment accommodation contact number (for apartment accommodation check-in prior 17.08.2024, after 18.08.2024. or outside the listed check-in point working hours): +385 91 330 4010

WORKING HOURS:

17.08.2024: from 14:00 (2 PM) to 23:00 (11 PM) 18.08.2024: from 14:00 (2 PM) to 23:00 (11 PM)

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.

If for whatever reason you will not be able to check-in on your booked check-in date and will arrive on a later date, or will not be able to check-in during the check-in point working hours (until 23:00 / 11 PM on your booked arrival date), your late check-in must be announced in advance (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

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.

Please arrange your check-out directly with the apartment landlord. If for any reason you will need early check-out (on any earlier date than originally booked, in the middle of the night or in the early morning hours) – it is obligatory to announce this to the landlord in advance.

*Festival wristbands, shuttle bus passes or any other additional services cannot be claimed in the accommodation facilities or at the main accommodation check-in point. All festival tickets & shuttle bus passes will be exchanged on festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged on the Boat Party departure point. Scheduled group airport transfers will be provided at the airport transfer departure point (are not door to door service).

1.4. HOTEL OLEA

Your accommodation check-in point is:

HOTEL OLEA Burin bok 35, 53291, Novalja https://goo.gl/maps/GpnqGlvkrmREQ3LR6 Hotel reception: +385 53 555 100

Check-in hours: from 15:00 (3 PM) – 23:00 (11 PM) Check-out hours: until 11:00 (AM)*

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hotel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.5. HOTEL LIBERTY

Your accommodation check-in point is:

HOTEL LIBERTY Lokunje 7, 53291, Novalja https://goo.gl/maps/m3bXVT34rWcwzdUt6 Hotel reception: +385 53 880 100

Check-in hours: from 15:00 (3 PM) – 23:00 (11 PM) Check-out hours: until 10:00 (AM)*

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hotel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.6. LIBERTY PLAZA HOTEL

Your accommodation check-in point is:

LIBERTY PLAZA HOTEL Lokunje 5, 53291, Novalja https://goo.gl/maps/mfDQ79KgFrhUyE4T8 Hotel reception: +385 53 880 190

Check-in hours: from 15:00 (3 PM) – 23:00 (11 PM) Check-out hours: until 10:00 (AM)*

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hotel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.7. HOSTEL CASA LA CHA

Your accommodation check-in point is:

HOSTEL CASA LA CHA Lokunje 1, 53291, Novalja

https://maps.app.goo.gl/GUguSeZ9d2ZD8u2T6

Hostel reception: +385 53 661 859

Check-in hours: from 15:00 (3 PM) - 23:00 (11 PM)

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

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hostel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.8. HOSTEL VAGABUNDO

Your accommodation check-in point is:

HOSTEL VAGABUNDO Gajac A-18A 30, 53291, Novalja

https://maps.app.goo.gl/oK8RFi3XJ9oSnt2f6

Hostel reception: +385 91 586 3993

Check-in hours: from 15:00 (3 PM) - 23:00 (11 PM)

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

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hostel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

1.9. HOSTEL ZRCE

Your accommodation check-in point is:

HOSTEL ZRCE

Čiponjac sjever 2, 53291, Novalja

https://maps.app.goo.gl/kLCFkrw66Ed33qV4A

Hostel reception: +385 91 605 6135

Check-in hours: from 15:00 (3 PM) - 23:00 (11 PM)

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

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

Note: If for whatever reason you will not be able to check-in on your booked check-in date and will arrive at a later date, or will not be able to check-in during the listed check-in hours (until 23:00 / 11 PM on your booked arrival date), **your late check-in must be announced in advance** (by 12.08.2024. at latest) to: travelsupport@sonus-festival.com

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

*Festival wristbands, shuttle bus passes and / or any other additional Sonus Festival services you have purchased, cannot be claimed in the hostel. All festival tickets & shuttle bus passes will be exchanged on the festival site – **ZRCE BEACH** (https://g.page/zrce-party-beach) only. Boat Party tickets will be exchanged at the Boat Party departure point. Scheduled group airport transfers will be provided at the listed airport transfer departure point (are not door to door service).

2. AIRPORT TRANSFERS

SCHEDULED (GROUP) AIRPORT TRANSFERS TO NOVALJA

Please find the SONUS staff member and the official transfer vehicle (bus or passenger van) with SONUS sign outside of the airport arrivals terminal. Transfer vehicles will be parked at the airport parking lot for the buses & transfers (please find more detailed instructions, precise locations and maps below). All transfers will head to the parking lot near the main Novalja Bus Terminal. This will be the main pick-up and drop-off point for the scheduled group airport transfers.

PICK-UP POINT AT SPLIT AIRPORT:

https://maps.app.goo.gl/NE2993GYyCuvAGh86

*When landing at Split Airport, please note you have to pass through a pedestrian tunnel to reach a parking lot for the buses & transfers.

**Depending on the number of passengers on the scheduled group transfer you have booked from Split Airport, some transfers might have additional stop at Zadar Airport. Thank you for the patience while the additional passengers board.



PICK-UP POINT AT ZADAR AIRPORT:

https://maps.app.goo.gl/3fJmC1xFEeGTzWj57

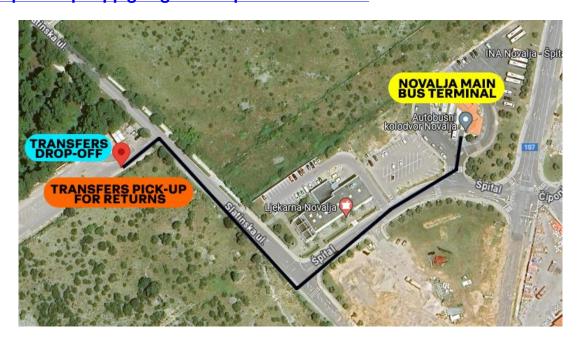


IMPORTANT! SCHEDULED (GROUP) AIRPORT TRANSFERS DROP-OFF / PICK-UP POINT IN NOVALJA:

Parking lot in Slatinska ul., Novalja

(300m from the Novalja main Bus Terminal)

https://maps.app.goo.gl/YUhc3phBKe3C2XUGA



SCHEDULED (GROUP) AIRPORT TRANSFERS FROM NOVALJA

All airport transfers depart from the parking lot near Novalja main Bus Terminal (please see the precise location and map above!) 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: parking lot near main Novalja Bus Terminal.

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: travelsupport@sonus-festival.com or +385 91 330 4020

3. GENERAL FESTIVAL & WRISTBAND EXCHANGE INFO

Your SONUS 2024 festival wristband exchange point will be at Zrce Beach: https://g.page/zrce-party-beach

FESTIVAL WRISTBAND EXCHANGE HOURS:

Saturday, **17.08.2024**: 16:00 – 22:30 Sunday, **18.08.2024**: 13:00 – 03:30 Monday, **19.08.2024**: 15:00 – 04:00 Tuesday, **20.08.2024**: 15:00 – 04:00 Wednesday, **21.08.2024**: 15:00 – 04:00 Thursday, **22.08.2024**: 16:00 – 04:00

OPENING PARTY exchange:

Aquarius Club entrance, Zrce Beach https://maps.app.goo.gl/xLVCJkrR7RqwtsJ26 Saturday, **17.08.2024**: 22:00- 04:00

SONUS 2024 festival timetable: https://timetable.sonus-festival.com/

4. FESTIVAL SHUTTLE SERVICE

Festival Shuttle bus service operates **from August 17th until August 24th, 2024**. Use our special shuttle bus pass for the public transport to take a ride whenever and wherever you need to within 5 or 7 days (depending on purchased Festival Shuttle pass).

- \cdot 5 days Festival Shuttle: valid from 18.08.2024 at noon (12PM) to 23.08.2024 at noon (12PM)
- \cdot 7 days Festival Shuttle: valid from 17.08.2024 at noon (12PM) to 24.08.2024 at noon (12PM)

On 17.08.2024. & 18.08.2024. your e-ticket can be used for a bus ride to Zrce Beach where you will exchange your e-ticket for your shuttle bus pass. **Please be aware that e-ticket must be exchanged** / after 18.08.2024. drivers will no longer accept e-tickets for the bus rides.

Bus lines timetable will be available on the spot (at all bus stations) in a form of QR code available for scanning.

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

Wish you a pleasant journey & memorable Sonus 2024 festival experience!

Sonus Travel Support Team