

# Marina Rules and Regulations



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Pursuant to Section 163 Subsection 3 of the Maritime Domain and Seaports Act („Official Gazette“ number 83/23), Section 9 Subsection 2 of the Regulation on the Conditions and Methods for Maintaining the Order in Ports and on Other Parts of Internal Waters and Territorial Sea of the Republic of Croatia („Official Gazette“ number 72/21), and Article 5 of the Maritime Domain Concession Agreement for Commercial Use of the Special Purpose Port – Marina Veruda entered into on 11th March 1999 with the Government of the Republic of Croatia, the Management Board of the company TEHNOMONT d.d., with its registered office in Pula, Industrijska 4, VAT no. 30999020365, adopted on 3rd January 2024 the following

## MARINA RULES AND REGULATIONS

### I GENERAL PROVISIONS

These Rules and Regulations set out the conditions and methods for maintaining the order in the special purpose port – Marina Veruda in Pula (hereinafter referred to as “Marina Veruda”). These provisions apply to the entire area (on land and at sea) of Marina Veruda, i.e. the area granted for use to the company TEHNOMONT d.d. based on the Maritime Domain Concession Agreement for Commercial Use of the Special Purpose Port – Marina Veruda entered into on 11th March 1999 with the Government of the Republic of Croatia, the Addendum No. I to the Maritime Domain Concession Agreement for Commercial Use of the Special Purpose Port – Marina Veruda entered into on 4th January 2008, and the Addendum No. II to the Maritime Domain Concession Agreement for Commercial Use of the Special Purpose Port – Marina Veruda entered into on 29th July 2013.

The maritime domain concession holder for the purpose of commercial exploitation of the special purpose port – Marina Veruda is the company TEHNOMONT d.d., VAT no. 30999020365, with its registered office in Pula, Industrijska 4 (hereinafter referred to as “the Marina”).

The provisions of these Rules apply to all berth holders, users of vessels, owners of vessels as well as all other people present in the area and on the premises of Marina Veruda on any grounds whatsoever. By entering Marina Veruda, all the provisions of these Rules, Marina Price List, General Terms and Conditions and Rules of Conduct within the Marina, Regulations on Disposal of All Types of Waste, Plan for Reception and Handling of Waste and Cargo Residues from Vessels, by-laws and official documents of the Marina governing the handling of hazardous substances, General Terms and Conditions of Berthing Agreement in Marina Veruda (for a permanent annual berth, for a permanent annual berth for charter vessels, for a transient berth), and all other by-laws of the Marina governing operations, stay and conduct in Marina Veruda will be deemed to be accepted and applicable.

The above official documents are displayed on the notice board, in the reception area, or on the website of Marina Veruda.

For the purpose of interpretation of these Rules, the term “Vessel User” means the berth holder, the vessel owner and all other people who actually and factually use the vessel.

It is hereby established that the Marina carries on its activities in an area of free access and passage of the general public without a special requirement to notify the Marina’s staff of their presence, hence all Vessel Users and other people present in the area and on the premises of Marina Veruda on any grounds whatsoever accept their liability to use due care and due diligence in relation to their own property as well as third party property.

These Rules include both textual and graphical sections and are publicly displayed on the notice board and on the official website of Marina Veruda.

The maintenance of order in Marina Veruda is monitored by the Marina, as the body managing the port.

### II DESIGNATED USE OF SPECIFIC AREAS OF THE PORT

The port area of Marina Veruda includes:

- wet berths for vessels having a berthing agreement in place and transient vessels
- operational quay near the cranes, and
- dry berth area.

### III BERTH ALLOCATION

The Marina assigns berths according to its berthing plan and the decision of the Marina. The Marina may at any time, at its sole discretion, move the vessel to another suitable berth within Marina Veruda without asking permission or getting approval from the Vessel User.

The Marina may have the use of the berth normally used by the Vessel User or assign it to another vessel whilst it is left vacant by the Vessel User.

### IV ARRIVAL TO AND DEPARTURE FROM MARINA

When entering Marina Veruda, the Vessel User is obliged to announce their arrival through VHF on Channel 17 or by telephone. If necessary, the Marina’s staff will provide instructions for safe entry into the port.

The Vessel User is required to report to the Marina the arrival to and every departure from Marina Veruda immediately upon arrival and immediately before leaving the dock. In the event that a permanent berthing agreement is not concluded within 12 hours of the vessel’s first arrival, the vessel is considered to be in transit and the price of the daily berth will be charged based on the applicable Marina Price List. There is a 2 knot speed limit within the Marina Veruda area. When entering and leaving Marina Veruda, in the event there is a „Reduce speed now“ sign displayed next to a marine or underwater work site and/or a buoyed dive site, the Vessel User is obliged to go as slow as possible to prevent damage to other watercraft, docks, devices and facilities as well as people in Marina Veruda, caused by waves of Vessel User’s watercraft passing by. The Vessel User is obliged to report their arrival without delay to the dock attendant staff or at the reception desk of Marina Veruda and to immediately hand over at the reception desk valid vessel documents required for entering into a berthing agreement in accordance with the applicable General Terms and Conditions of Berthing Agreement (either for a permanent annual berth, a permanent annual berth for charter vessels, or a transient berth) in Marina Veruda (e.g. the original or a certified copy of valid vessel documents, current insurance policies for the vessel, a document proving ownership of the vessel, a document proving the legal basis of possession of the vessel, valid identity documents, a permit for navigation in Croatian waters for foreign-flag vessels, the crew and passenger list, etc.). In the case of arrival to Marina Veruda by land, the Vessel User is required to report the arrival to the dock attendant staff or at the reception desk of Marina Veruda and to submit the above listed documents.

If the Vessel User is not the owner of the vessel or if the vessel is encumbered by a third party right, the Vessel User is required to deliver to the Marina without delay a valid legal document proving that the Vessel User is authorised by the registered owner of the vessel and the mortgage creditor (if the vessel is subject to a mortgage) to enter into the berthing agreement, a document proving the legal basis of a third party’s right to ownership of the vessel, and a document proving the legal basis of possession of the vessel. If this provision is not complied with, the Vessel User will be held liable for any damages that may incur to the Marina. In the event of a change of ownership, creation, amendment or restriction of the right of disposal and of use of the vessel, the Vessel User is required to notify thereof the Marina without delay and to submit the respective documents clearly showing such changes. The Vessel User is obliged to notify the Marina in writing and without delay of all circumstances significant for the vessel and its stay in Marina Veruda. The Vessel User is obliged to inform the Marina in writing and without delay about any change in personal data, contact information, data about the legal entity status of the Vessel User, about the person authorized to represent the Vessel User, data about the ownership, management, registration and flag of the vessel, data about the mortgage creditor, technical information about the vessel and its intended use and other circumstances significant for the vessel and its stay in Marina Veruda.

If the Vessel User fails to notify the Marina in writing of the change of residence address/headquarters or contact information, for the purposes of proving valid written notification of the Vessel User about the facts and circumstances relevant to the fulfilment of the Marina's obligations, the last known address and contact information of the Vessel User or the Vessel User's representative will be considered valid. Before leaving Marina Veruda, the Vessel User is obliged to fully pay for all the services rendered based on the applicable Marina Price List.

The Marina is entitled to retain possession of the vessel with all its appurtenances, parts of the vessel or the Vessel User's personal belongings until all claims of the Marina are satisfied.

The Marina is not obliged to perform launching of the vessel or to provide any other services to the Vessel User until all claims of the Marina are satisfied.

The Vessel User is obliged to timely notify the reception desk of every departure from Marina Veruda. The Vessel User is obliged to notify the Marina of any absence of the vessel that will last longer than 1 day as well as notify the Marina of its return no later than 24 hours before the return.

Every time the vessel leaves Marina Veruda, the Vessel User is required to leave the berth in full working and proper condition. The Marina will not be held liable for damage and will under no circumstances be responsible for damage that cannot be attributed to the Marina's responsibility and has no direct connection with the obligations assumed by the Marina.

The Marina will not be liable for damage caused by people providing repair services, subcontractors, employees, guests, visitors and/or attorneys of the Vessel User or any other third parties, regardless whether they carried out work on the vessel and provided services with prior approval of the Marina.

## V MOORING AND ANCHORING

As a rule, vessels in Marina Veruda are moored stern-to the quay. Mooring operation must be performed in a safe, competent and proper manner, with undamaged mooring lines of adequate dimensions depending on the size of the vessel and appropriate fenders. Mooring lines must not obstruct other vessels passing by. If the vessel is not properly moored, the Marina will under no circumstances be held liable for damages. The Vessel User is obliged to moor the vessel in a professional and proper manner. The vessel must be moored at a safe distance from the dock and with fenders installed on the sides and stern of the vessel. The Vessel User is obliged to provide and maintain the stern (rear) and all other ropes used to moor the vessel to the dock as well as fenders. If the Vessel User fails to comply with this provision, the Marina is authorised, without presence of the Vessel User and without special consent or approval from the Vessel User, to carry out professional and proper mooring and to provide appropriate ropes and fenders at the expense of the Vessel User. All ropes used to moor the vessel, except the anchor line, are owned and accounted for by the Vessel User. If the ropes are not in good condition, the Marina can change them at the expense of the Vessel User to ensure the safety of all vessels in Marina Veruda, but it will under no circumstances be held liable for damages arising therefrom.

Anchoring is prohibited in Marina Veruda. Exceptionally, temporary anchoring may be allowed in writing by the reception manager or the attendant staff manager, if there is a particularly relevant reason for such anchoring.

When docking and leaving the Marina, the Vessel User is obliged to follow the instructions of the Marina, if any. In any case, even when acting upon instructions given by the Marina, the Vessel User bears all responsibility for operating the vessel.

'Length' and 'beam' of the vessel refer respectively to the length overall and the beam overall. The amount of the berthing fee is determined according to the applicable Marina Price List, based on the overall (total) length and beam of the vessel, including all equipment and all extensions, bow extensions, anchors, stern platforms, bathing platforms, supports for auxiliary vessels, gangways and the like. The Marina is entitled to measure all vessels, and the length and the width of the vessel determined in this way are relevant when calculating the berthing fee.

## VI STAY IN MARINA VERUDA

Upon arrival to Marina Veruda, the Vessel User is required to register the stay for himself/herself, the vessel crew and all other people onboard by presenting their passports or identity cards if they are third-country nationals, whereas citizens of the European Union are required to register their stay in accordance with the applicable regulations. The Marina is not obliged to carry out inspections of any persons on board the vessel.

During its stay in Marina Veruda, the vessel must have its name and registration number clearly displayed on it. If this provision is not complied with, the Marina may affix appropriate markings at the Vessel User's expense. Connection to the water supply network is permitted only with undamaged hoses with closing valves in good working order, and only in the presence of the Vessel User. If this provision is not complied with, the Marina is entitled to charge a fee for removal of consequences of breaching this provision based on the applicable Marina Price List, in the minimum amount of 100.00 Euros.

Connection to shore power pedestals is permitted only with electrical cables in good working order, with the voltage matching the one indicated on the socket on the pedestal. The vessel in Marina Veruda must not be connected to the electricity supply i.e. to a source of power that is located or originates outside of the vessel, if there is no professional and trained crew on board the vessel. Every time before leaving the vessel, it is mandatory to turn off and disconnect all electrical cables and water connections and to turn off the main power switch on the vessel. If this is not done by the Vessel User and there is no professional and trained crew on board the vessel, the staff of the Marina may turn off and disconnect all connections (cables and hoses) without prior notice or consent of the Vessel User, at the Vessel User's expense.

The Marina is entitled to charge a fee for removal of consequences of breaching this provision based on the applicable Marina Price List, in the minimum amount of 200.00 Euros.

The vessel has to be equipped with appropriate and effective fire extinguishers. The vessel must have at least one automatic fire extinguisher system in the engine compartment. The Marina will not be held responsible in any way for damages if the vessel is not equipped with appropriate fire extinguishers. The Marina has no obligation or responsibility to verify the proper working order of the fire-fighting equipment on board the vessel.

For the sake of protection of other vessels and people present in Marina Veruda, any work on the vessel (sanding, painting, etc.) may be performed, after submitting a written request, only in designated and signed areas with prior written consent of the Marina Reception.

The works have to be carried out in compliance with all applicable rules and safety regulations. Upon completion of the works, the area has to be thoroughly cleaned. The Vessel User is required to fully take care with due care and diligence of his vessel in Marina Veruda and is liable for any damage to the vessel and for any damage caused to other vessels, docks, machines, devices, appliances, any facility and/or equipment owned by the Marina or a third party. When driving, riding or steering vehicles of any kind in marina Veruda, it is mandatory to fully respect all traffic rules and regulations (signs and signals) of the Marina. When moving around in Marina Veruda, everyone is required to act in such a way not to interfere with the vehicles and operations of the Marina.

Vehicles in Marina Veruda are always parked at owners risk and the Marina will not be held liable for any damage. Parking in marina Veruda is allowed only where marked i.e. in designated parking spaces, adhering to all traffic regulations and rules concerning the use of parking areas.

If the Vessel User or any other person notices there are items in Marina Veruda that endanger the safety of navigation or that might damage other vessels, port buildings, devices, machines and facilities or pollute the sea, they are required to immediately notify the authorised Marina staff thereof.

If the vessel loses an item of the equipment or cargo in Marina Veruda, the Vessel User is required to notify without delay the Marina and the Harbour Master's Office of such loss.

The Vessel User is obliged to maintain adequate insurance coverage at all times for damage to the hull, engine and equipment of the vessel (comprehensive insurance), as well as for damages that could occur to third parties on all grounds related to that vessel (liability insurance), and is obliged to regularly submit copies of valid insurance policies to the Marina and inform the Marina of any significant change in insurance coverage. Adequate insurance coverage means the usual full comprehensive insurance, compulsory liability insurance of the owner/user of the vessel in accordance with the relevant legal regulations, and voluntary liability insurance of the owner/user of the vessel for damages that may be caused by the vessel to third parties.

Liability insurance must include liability for damages resulting from bodily injury or death and for damages to the property of the Marina, its employees and third parties, liability for wreckage removal and for water pollution with fuel from the boat's tanks.

Every Vessel User must have in place a valid insurance policy covering the vessel and damage that may be caused to other vessels, people or the Marina.

The Marina reserves the right to require special conditions for particular vessels that require special treatment.

## VII ENVIRONMENTAL PROTECTION

All people present in Marina Veruda on any grounds must observe the following rules:

1. Keep the area of Marina Veruda clean. Segregate hazardous from non-hazardous waste and dispose of it in designated containers (municipal waste, paper, plastic, metal, waste oils, oil filters, batteries, antifreeze, etc.), in accordance with the guidelines and rules set down by the relevant utility company. Any discharge or marine and/or soil pollution of any other kind, as well as improper segregation and disposal of waste, are strictly forbidden and punishable. In the event of breach of this provision, the Marina will be entitled to claim from the Vessel User, any other person and the person responsible for the pollution reimbursement of costs incurred for removal of consequences of pollution, discharge and/or improper segregation and disposal of waste and charge a fee based on the applicable Marina Price List, in the minimum amount of 500.00 Euros.
2. Throwing, disposal of or discharge into the sea of any substances is prohibited.
3. Pollution of the air by dust, smoke and other gases above the limit values established by special regulations is prohibited.
4. The use of the marine toilet is prohibited during the stay in Marina Veruda.
5. Discharge of black and grey water into the sea in Marina Veruda is strictly prohibited. The same applies to emptying of chemical toilets. Black and grey water tanks can only be pumped out by authorised personnel and chemical toilet contents can be emptied only at a designated point (chemical toilet adjacent to the central toilet facilities). According to the applicable Marina Price List, the green tax amounts to a minimum of 25.00 Euros. In the event of breach of this provision, the Marina will be entitled to claim from the Vessel User, any other person and the person responsible for the pollution (emptying, discharge) reimbursement of costs incurred for removal of consequences of pollution, discharge and/or tank emptying and charge a fee based on the applicable Marina Price List, in the minimum amount of 500.00 Euros.
6. In the event of major pollution incident, the Marina will identify the person responsible for the pollution, take appropriate measures to prevent marine pollution by its employees who are in charge of this type of activities, and notify thereof the competent Harbour Master's Office and other relevant government authorities. The cost and damages incurred will be charged to the person responsible for the pollution.
7. The area where work on the vessel is done should be kept clean all the time. Before leaving the area, it has to be thoroughly cleaned. If this provision is not complied with, the Marina is entitled to charge the cost of cleaning the area under and around the vessel as well as a fee based on the applicable Marina Price List, in the minimum amount of 150.00 Euros.
8. It is prohibited to wash the underwater portion of the hull in Marina Veruda, either at dry dock or ashore, except in a designated area for this purpose. If this provision is not complied with, the Marina is entitled to claim reimbursement of costs incurred for removal of consequences of breaching this provision and charge a fee based on the applicable Marina Price List, in the minimum amount of 200.00 Euros.
9. The Vessel User is required to place a bilge boom or an absorbent bilge sock in the bilge of the vessel.
10. Only biodegradable detergents are allowed in Marina Veruda.
11. Only eco-friendly paints are allowed in Marina Veruda.
12. Dogs and other pets are not allowed to roam freely within the area of Marina Veruda. They must be walked on leashes and the owner, i.e. the person taking them for a walk, is expected to clean up after them. If this provision is not complied with, the Marina is entitled to charge a fee based on the applicable Marina Price List, in the minimum amount of 20.00 Euros.
13. Picking flowers and other plants is prohibited without a special permission.
14. Vessels that apply harmful anti-fouling systems are not allowed to enter Marina Veruda. Organotin compounds which act as biocides are considered harmful anti-fouling systems. Vessels with a length of more than 24 metres and a gross tonnage less than 400 are required to have a valid Declaration on anti-fouling system signed by the shipowner, accompanied by related documents confirming that the applied anti-fouling system is not a harmful anti-fouling system.
15. Vessels transporting dangerous cargo are not allowed to enter Marina Veruda.

## VIII THE FOLLOWING IS PROHIBITED IN MARINA VERUDA:

1. Using open flames, welding and burning waste. Causing the fire hazard in any way whatsoever is strictly prohibited.
2. Fishing, swimming, jumping, diving, surfing, windsurfing, standup paddleboarding, power boat racing, water skiing, and the like.
3. Hanging laundry on docks and elsewhere in Marina Veruda.
4. Displaying signs, advertisements and other type of messages and using any space in Marina Veruda for any commercial purpose. (Exceptionally, this may be allowed with prior written consent of the Marina). If this provision is not complied with, the Marina will be entitled to immediately remove such signs, advertisements and other type of messages at the expense of the owner i.e. the person who put them up.
5. Disturbing the peace and quiet of other guests and disturbing public order.
6. Making noise from 10 p.m. to 8 a.m.
7. Hanging around the cranes, the operational quay and the filling station.
8. Illegal parking, parking out of marked bays, parking on green spaces and in roadways. Improperly parked vehicles will be towed away at the expense of the vehicle owner and/or the current vehicle user. The Marina will be entitled to claim reimbursement of costs incurred for relocation of illegally parked vehicles and charge a fee based on the applicable Marina Price List, in the minimum amount of 300.00 Euros.
9. Charging electric cars and other electric vehicles (e-bikes, e-mopeds, e-scooters and the like) in Marina Veruda outside of designated and marked areas (charging stations). If this provision is not complied with, the Marina is entitled to claim from the car/vehicle owner and the current user of such car/vehicle reimbursement of costs incurred for removal of consequences of breaching this provision and charge a fee based on the applicable Marina Price List, in the minimum amount of 500.00 Euros.
10. The engines must not be left running while the vessel is unattended by a professional and trained crew.
11. Gas and electricity appliances and appliances connected to the water supply must not be left running while the vessel is unattended by a professional crew, nor can the cable be left plugged into the socket on the shore power pedestal. Power supply cables and water hoses must be properly stored on board the vessel. If this provision is not complied with, the Marina staff will be entitled to remove such cables and hoses and, if necessary, cut them off at the expense of the Vessel User. The Marina is entitled to claim reimbursement of costs incurred for removal of consequences of breaching this provision and charge a fee based on the applicable Marina Price List, in the minimum amount of 200.00 Euros.

12. Installing SAT-TV (or other) antennas, showers and/or other devices on the docks and mooring facilities.
13. Installing and building stairs, cabinets and/or the like.
14. Dinghies, windsurf boards, bicycles, gangways, water hoses, electrical cables and other equipment cannot be stored on the docks, green spaces or in the sea. The above listed goods may only be stored in designated areas for this purpose.
15. Commercial activities of any type (trade, repair & maintenance, etc.) are not allowed without prior written approval from the Marina.
16. Unauthorised people are not allowed to walk and hang around on the docks and the operational quay.
17. Interfering with the circulation of vehicles and hydraulic trolleys.
18. Using a vessel without a valid legal basis (consent of the registered owner of the vessel and the mortgage creditor).
19. Carrying out any activities that might endanger human lives or the safety of navigation, cause a fire to start, pollute the sea, cause damage to other vessels, docks, port devices, equipment or facilities.
20. Hindering access to berths, docks, port infrastructure, facilities and equipment.
21. Mooring vessels to navigation and other signs, devices and facilities that are not intended for mooring and to be walked on.
22. Placing, relocating, replacing, removing or damaging without authorization navigation and other signs or mooring facilities.
23. Pouring or transferring fuel and other flammable liquids.
24. Stowing or storing easily flammable and explosive substances and materials aboard the vessel, beside the vessel or anywhere else in Marina Veruda.
25. Sailing practice. Sailing practice may be exceptionally permitted in designated areas with written consent of the Marina Reception.

## IX WEATHER FORECAST

The weather report and conditions issued by the Croatian Hydrometeorological Institute will be displayed by the Marina on a daily basis on the screen in the reception area.

## X CRANE OPERATIONS

Before hauling out or launching the vessel, the Vessel User is obliged to provide all necessary technical documents, notify the crane operator of any unusual features to the underwater design of the vessel and give accurate information about the location of such hull equipment. Should the Vessel User fail to give the above information or if the crane operator is provided with inaccurate information, the Marina will not be held responsible in any way for any damage.

The Marina may call off a scheduled haul out or launch of the vessel, if there is a risk of damage due to weather conditions, features of the vessel and other circumstances. It is prohibited to have any person on board the vessel during lift, launch or transport of the vessel. It is mandatory to keep well clear of the cranes and the operational quay near the cranes.

## XI NOTIFICATION AND RECEPTION OF SHIP GENERATED WASTE AND CARGO RESIDUES

The Waste and Cargo Residues Reception and Handling Plan constitutes an integral part of these Rules and is available on request to all Marina customers.

## XII PROCEDURE IN CASE OF A MARINE CASUALTY OR INCIDENT IN THE PORT

In case of occurrence of a marine casualty or incident in Marina Veruda, including a fire on board a vessel, other extraordinary events (involving injury to any person or damage to hull, equipment, engine, cargo, etc.) or pollution of the environment, the Vessel User and any other person are required to immediately inform the Marina management and the relevant department managers thereof and to immediately call public emergency services.

In case of fire on board the vessel, the Vessel User is obliged to immediately take all necessary measures to extinguish the fire and notify the Marina thereof.

The Vessel User is responsible for reporting to the Harbour Master's Office all marine casualties, incidents and other extraordinary events after they occur.

If the above provisions are not complied with, the Vessel User will be held liable for any damages that may be sustained by the Marina.

## XIII FUELLING OF THE VESSEL

As a rule, fuelling is available at the filling station located at the south-eastern entrance to Marina Veruda.

The requirements for handling hazardous substances within the port area, including handling fuel, are set forth in special regulations and bylaws of the Marina, which are available on request.

## XIV MONITORING

Implementation of these Rules is monitored by the Marina or a person designated by the Marina.

Arrival in and departure from port, mooring and anchoring, and stay in Marina Veruda are monitored by the head of the nautical department and the head of the dock attendant staff. Non-compliance with these provisions must be reported to the reception manager and the attendant staff manager.

Environmental protection and observance of prohibitions are monitored by the manager of the nautical, repair & servicing department, head of the nautical department, attendant staff, head of the maintenance department and maintenance staff. Any non-compliance with these provisions must be reported to the reception manager and the attendant staff manager.

The Marina may deny hospitality to a guest of Marina Veruda, the Vessel User, cancel the berth assignment to a berth holder, and terminate all contracts due to a breach of these Rules, Marina Price List, General Terms and Conditions and Rules of Conduct within the Marina, Regulations on Disposal of All Types of Waste, Plan for Reception and Handling of Waste and Cargo Residues from Vessels, by-laws and official documents of the Marina governing the handling of hazardous substances, General Terms and Conditions of Berthing Agreement in Marina Veruda (for a permanent annual berth, for a permanent annual berth for charter vessels, for a transient berth), and all other by-laws of the Marina governing operations, stay and conduct in Marina Veruda.

The Marina reserves the right, at its own discretion and without giving reasons, not to renew the concluded berthing agreements and/or not to accept the conclusion of new berthing agreements, especially due to organizational reasons, improvement and development works in Marina Veruda or risk assessment of the Marina in relation to a particular berthing agreement. The Marina values the privacy of Vessel Users and takes all necessary measures to protect their personal data.

The rules governing personal data protection are available on the website of Marina Veruda. Grievances and complaints are handled by the Marina Reception.

Pursuant to Section 6 of the Act on the Provision of Tourism Services („Official Gazette" number 130/17, 25/19, 98/19, 42/20, 70/21) and Section 10 of the Consumer Protection Act („Official Gazette" number 19/22, 59/23), grievances and complaints against services provided by the Marina may be filed in writing directly on the premises of the Marina, where the receipt of such grievances and complaints will be acknowledged in writing, or via email at [recepcija@marina-veruda.hr](mailto:recepcija@marina-veruda.hr), or by mail to the address: Tehnomont d.d., Industrijska 4, 52100 Pula.

A response to the written complaint will be given at the latest within 15 days after receipt of the complaint.

Pursuant to Section 27 of the Consumer Protection Act, after receipt of a response to a written complaint or after expiry of the deadline for receipt of a response to the complaint, the consumer may file a written complaint with the Consumer Complaints Committee by submitting it at the reception desk of Marina Veruda, sending it via email at [recepcija@marina-veruda.hr](mailto:recepcija@marina-veruda.hr), or by mail to the address: Tehnomont d.d., Industrijska 4, 52100 Pula.

A written acknowledgment of receipt of the complaint will be provided by mail or email. The Committee will respond to the complaint by mail or email within 30 days after receipt of the complaint.

XV FINAL PROVISIONS

In the event that questions relating to interpretation arise, the official and binding version of these Rules will be Croatian (irrevocable of the language into which it may be translated). The Marina will not be responsible for any discrepancies between the Croatian version and translations into other languages or any typographical errors. In case of a dispute, only documents written in Croatian will apply.

Prior approval of these Rules has to be granted by the Pula Harbour Master's Office, which is also in charge of monitoring their implementation.

The Pula HarbourMaster's Office granted the prior approval on 28th December 2023.

These Rules will become effective on the date of promulgation and will supersede the previous Marina Rules and Regulations of 27th September 2018.

