

NOMIO

Privacy Notice and Website & Stay Terms

A clear public record for Nomio guests, visitors and community participants.

APPLIES FROM

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OPERATOR

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WHAT THIS PACK COVERS

Pages 2 to 5 explain privacy. Pages 6 to 10 explain website, booking and stay terms. The concise online versions form part of the same public record.

Public legal record · Keep with the booking confirmation that applies to your stay.

Who is responsible and what we collect

We collect only what supports a clear enquiry, booking, stay, event or legal obligation.

01

Controller

Zen Management d.o.o., trading as Nomio, is the controller for personal information it decides how and why to use. Contact info@livenomio.com for privacy matters.

02

Information you provide

Name, email, telephone, country, booking and stay details, occupancy, preferences, confirmation references, service requests, ideas, recommendations, feedback, event information and correspondence.

03

Information from booking and payment

HotelSync provides reservation details needed to operate the stay. RePayd processes supported online payments. Nomio may receive payment status and transaction references but does not intentionally store full card details.

04

Technical information

Hosting infrastructure may generate IP address, device, browser, request-time, security and error information. The public site does not intentionally use advertising or behavioural-tracking cookies.

05

Sensitive information

Please do not send sensitive information unless it is necessary for a requested service. If accessibility or health information is needed, it is used only to arrange reasonable support, safety or legal compliance.

Why we use information

Each use must have a defined purpose and a lawful basis.

01

Enquiries and pre-booking

We answer questions, prepare offers and take steps you request before a contract. The basis is your request, legitimate service administration and, where needed, consent.

02

Booking and stay operations

We verify details, coordinate accommodation and requested services, communicate changes, manage payments and refunds, and keep essential operational records. The basis is contract performance and legal obligations.

03

Safety, security and improvement

We protect people, property and systems, investigate misuse, diagnose errors and keep proportionate audit records. The basis is legitimate interests and, when required, law.

04

Community, events and media

We coordinate optional experiences, record permissions and publish cleared stories. Consent is used where required, and withdrawal does not affect earlier lawful use.

05

News

We send occasional Nomio news only after a clear request. The current website prepares an email in your own app and does not itself store or send the request.

Providers, transfers and safeguards

External platforms receive information only when needed for the service you choose.

01 Booking and payment

HotelSync handles live availability and booking confirmation. RePayd is the payment processor for supported online booking payments.

02 Events and messages

Luma handles event registration when linked. WhatsApp and email providers carry messages you choose to send. The website does not store prepared message text or Luma form entries.

03 Media and infrastructure

YouTube receives information after you follow a YouTube link. Hosting, storage, security and professional advisers may process limited information under service and confidentiality duties.

04 International processing

Some providers may process information outside Montenegro or the European Economic Area. Where required, Nomio uses an appropriate legal transfer mechanism and evaluates provider safeguards.

05 Security

Access is limited by role. We use reasonable organisational and technical measures, backups, access controls and incident handling. No online system can guarantee absolute security.

Retention, rights and complaints

We keep records for a defined operational or legal reason, then remove or anonymise them.

01

Retention schedule

Security and error logs: normally 30 days. Enquiries and operational messages: 24 months after closure. Nomio event records: 24 months after the event. Media permissions: while used plus up to 5 years. Privacy requests: 3 years. Booking, tax and accounting records: the statutory period. Dispute records: until the matter and limitation period end.

02

Your rights

Subject to applicable law, you may request access, correction, deletion, restriction, objection or portability, and may withdraw consent. We may verify identity before acting.

03

How to ask

Email info@livenomio.com with the request and enough detail to locate the record. We will respond within the period required by applicable law.

04

Regulator

You may contact Montenegro's Agency for Personal Data Protection and Free Access to Information at azlp@azlp.me, Bulevar Revolucije 11, Podgorica, or +382 20 634 894.

05

Children and changes

Do not send a child's information unless necessary and authorised. Material notice changes will be posted at www.livenomio.com with a revised effective date.

Scope, acceptance and reservation boundary

The website informs. HotelSync confirms the reservation.

01 Who these terms cover

These terms apply to www.livenomio.com and Nomio services operated by Zen Management d.o.o. A confirmed reservation may add property-specific terms displayed in HotelSync.

02 Acceptance

By using the website or completing a booking, you agree to the version in force at that time. Mandatory consumer rights remain unaffected.

03 Reservation boundary

A room page, starting rate, message or enquiry is not a reservation. A booking exists only when the booking flow issues a confirmation.

04 Accuracy

Nomio works to keep descriptions current. Live availability, exact totals, occupancy limits and booking-specific conditions are those shown in HotelSync and your confirmation.

05 Eligibility

The booking party must have legal capacity, give accurate details and be authorised to act for other guests included in the reservation.

Prices, payment, cancellation and refunds

The checkout summary and confirmation are the authoritative commercial records.

01 Prices and minimum stay

Prices are in euros. The standard minimum stay is 14 days unless a valid offer states otherwise. Shorter-stay adjustments and campaigns are managed manually in HotelSync; the website promises no fixed 14-day or 21-day uplift formula.

02 Taxes

City or tourist tax of €1 per person, per night is separate unless the booking summary expressly includes it.

03 Payment

HotelSync presents checkout and RePayd processes supported online payments. The payment receipt and booking confirmation record the amount and status.

04 Standard cancellation

A reservation is refundable when cancelled at least 14 days before scheduled arrival. A booking-specific policy displayed in HotelSync or the confirmation controls if it differs.

05 Refund timing

Refund processing may take up to 21 business days depending on the payment method and bank. Mandatory statutory rights continue to apply.

During the stay

Clear shared expectations protect privacy, rest and the quality of the property.

01

Guest responsibilities

Provide accurate occupancy details; follow arrival, departure, quiet, facility and safety instructions; respect staff, neighbours and other guests; and avoid unlawful activity, unauthorised events or commercial use.

02

Property and visitors

Guests are responsible for visitors and for loss or damage caused by their party, subject to applicable law. Nomio may recover reasonable documented costs.

03

Facilities

Hours and availability may change for maintenance, weather, safety or seasonality. Cielo Rooftop access is included where stated, while food and beverages are separate. The outdoor pool is not heated.

04

Optional community

Events and rituals are optional. A recurring concept does not guarantee a specific date. Limited-capacity or paid experiences are identified before registration.

05

Service changes

Nomio may make a reasonable operational alternative when a service cannot run as described. Any refund obligation follows the confirmation and applicable law.

External services, content and responsible use

Nomio's service boundary stays visible at every handoff.

01

Independent providers

HotelSync, RePayd, Luma, WhatsApp, YouTube, transport operators, restaurants and other independent providers apply their own terms. Nomio remains responsible for its own services and duties required by law.

02

Website use

Do not copy, scrape, sell, impersonate, disrupt, introduce malicious code or attempt unauthorised access. Public links may be shared for personal, non-commercial use.

03

Intellectual property

Nomio's brand, logo, photography, copy and design are protected. No licence is granted beyond normal personal use of the public website.

04

Photography

Nomio publishes images and stories only where it holds an appropriate right or permission. Presence at an event does not itself require publication.

05

General guidance

Ask Nomio, Field Notes and facility descriptions are not medical, legal, immigration, tax or other professional advice.

Liability, disputes and legal references

These terms preserve mandatory guest and consumer protections.

01 Liability

Nothing excludes liability that cannot lawfully be excluded. Subject to mandatory law, Nomio is not liable for indirect or unforeseeable loss, inaccurate guest information, or an independent platform or event outside its reasonable control.

02 Events beyond control

Weather, transport disruption, public-authority action, infrastructure failure, illness or emergency may require a reasonable alternative, pause or cancellation. Confirmed terms and applicable law determine any refund.

03 Complaints and governing law

Send complaints to info@livenomio.com with the booking reference and requested outcome. Montenegro law governs these terms. Competent Montenegro courts have jurisdiction without removing a mandatory right to use another competent forum or consumer remedy.

04 Primary legal references

Montenegro Law on Personal Data Protection; Montenegro Consumer Protection Law and mandatory consumer rules; Montenegro Law on Tourism and Hospitality; EU General Data Protection Regulation where applicable. Official source links are recorded below.

05 Official sources

azlp.me/en/regulations · eur-lex.europa.eu/eli/reg/2016/679 · gov.me/en/documents/f92eddc5-16c5-42b6-acfb-d212f3a68d7a · Government of Montenegro consumer-protection publications. Sources checked 22 August 2026.