



## **RESERVATIONS AND PAYMENT**

All reservations must be made in written by an e-mail or in person in our office or in offices of our partners. The client is obligated to provide all required information for the reservation process.

The deposit in the amount of 15% of the total price is required at the time of booking. The remaining amount can be paid at arrival.

## **CANCELLATION**

If the client decides to cancel or abort the trip, it must be done in written by an e-mail, 15 or more days prior to arrival.

In a case of no show without prior cancellation, the agency keeps the right to charge entire amount, regardless of the reason for quitting.

## **THE RIGHT OF THE ORGANIZATOR TO CANCEL OR CHANGE THE ARRANGEMENT**

The organizer can fully or partially cancel the arrangement in a case of unpredictable circumstances that cannot be eliminated or avoided. The organizer may cancel the arrangement if there is no enough passengers as specified in each packages' description. The organizer will inform all passengers about change at least 7 days prior to the arrangements' start. In these cases, the organizer is not obliged to reimburse to customers any damage, and the client is entitled to payment of the entire paid amount. The organizer reserves the right to completely or partially change arrangements depending on different unpredictable circumstances (such as weather conditions, water levels etc.). Also, the itinerary can be changed due to groups' abilities, preferences etc.

In a case of cancellation, Organizer will advise following options:

- a) The client can accept the new date, recommended by the organizers
- b) The client can completely cancel the reservation and receive a full refund

The client is obliged to inform the organizers of their decision within seven days after he was offered the options mentioned above.

## **REFUND**

If the client is not satisfied with the accommodation, equipment or service provided, he should contact Agency representative (tour leader/guide/representative) immediately in order to find a satisfactory replacement. Partial refund is possible and must be submitted within 15 days after the end of the provided service.

## **THE CLIENT IS OBLIGED TO:**

- have valid travel documentation
- inform the organizer of any irregularity that could diminish the experience of the trip
- provide a document confirming payment services (voucher, bank receipt of payment, the agency invoice) to service provider.

If the client does not follow these regulations, he will be held responsible for any expenses or damages. By confirming a reservation, the client is obligated to pay for any damage caused on the spot to service provider.

## **CLIENT'S INSURANCE**

All clients are insured in a case of injury that may occur during local transfers or during guided outdoor activities to the maximum amount of 10.000 Euros. We recommend purchasing travel and other additional insurance from a reliable insurance company in the country of residence.

## **PERSONAL INFORMATION PROTECTION**

Personal informations are required for processing requested services only and will not be passed on to third parties. The exception is any additional insurance required from the client.

## **JUDICIAL PROCEDURE**

In case the client is not satisfied with the way his complaint was received, he/she has the right to ask for a court judgment. The client and the Organizer will try to resolve the dispute by mutual agreement, and if that is not possible, Zadar Court of Justice will determinate offender under the authority of the Republic of Croatia laws .

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