

Royal Croatian Tours, General Terms:

This web document represents the entire agreement between the customer and Royal Croatian Tours, who is the tour operator.

Upon payment of the deposit, the customer accepts the General Terms and Conditions in their entirety.

Royal Croatian Tours, as a tour operator, will be responsible to the customer for supplying the services and accommodation as described at www.royalcroatiantours.com, or through email communication with the customer, except where such services cannot be supplied, or the itinerary used is changed due to delays or other causes of whatever kind or nature beyond the control of Royal Croatian Tours.

In such circumstances, we will do our best to supply comparable services, accommodations and itineraries, and there shall be no refund in this connection. Royal Croatian Tours and its agents (collectively 'Royal Croatian Tours') act only as an agent for the customer and upon the express condition that Royal Croatian Tours shall not be liable or responsible for any direct, indirect, consequential or incidental damage, injury, loss, accident, delay or irregularity of any kind, which may be occasioned by reason of any act or omission of any third party (including without limitation, any act, inaction or breach of contract of any third party, which is to or does supply any goods or services for this trip).

Without limiting the foregoing, Royal Croatian Tours does not own or operate any third party suppliers of services such as hotels, restaurants, transportation companies, sightseeing companies or local tour operators. It is not responsible for any injury, death, loss or expense due to overbooking of accommodations, default of any third parties, sickness, weather, strikes, acts of God, act of Government, acts of terrorism, criminal activity, war, quarantine, force majeure events or any other cause beyond its control. All such risk, loss and expense must be borne by the customer.

Occasionally, it may be necessary to alter or amend itineraries, accommodation and sightseeing arrangements from those published. This may be due to road, weather and other operational needs prevailing at the time, and is always made in the best interests of your comfort. Any personal expenses incurred by a customer as a result of any delay, alteration or curtailment of any tour, whether caused by mechanical defect, strikes or any other cause are the responsibility of the customer (we strongly recommend all customers take out travel insurance).

The operator is unable to guarantee exact arrival and departure times, and is not liable for any failure to make connections with any other service, or guarantee the operation of any particular service. In the case of breakdown and other unforeseen circumstances, the operator reserves the right to substitute vehicles other than specified, to ensure the operation of a tour. These vehicles/vessels will be modern vehicles/vessels and may not have some of the features described. Please note that if you arrange for payment through an un-accredited agent, the un-accredited agent is not our agent for the purpose of receipt of monies.

Receipt of deposits and subsequent payments by the travel agent does not constitute receipt of those monies by us, and the travel agent has no authority, expressed or implied, to receive monies on our behalf. There is no liability on our part, in respect of any monies paid to your travel agent. The company reserves the right to cancel any ticket or booking, or to refuse to carry any customer where payment has not been received by the company within the specified time. The company reserves the right to amend or cancel tours at any time.

These conditions should also be read in conjunction and with reference to general terms and conditions for Royal Croatian Tours.

Terms of Use:

By booking with Royal Croatian Tours you agree to be legally bound by these terms, which shall take effect immediately. If you do not agree to be legally bound by all the following Terms & Conditions, please do not access and/or use www.royalcroatiantours.com website. Royal Croatian Tours may change these Terms & Conditions at any time by posting changes online. Please review these Terms & Conditions regularly to ensure you are aware of any changes made by Royal Croatian Tours. Your continued use of www.royalcroatiantours.com website after changes are posted means you agree to be legally bound by these terms as updated and/or amended.

Payments & Cancellations:

Royal Croatian Tours accepts payment through bank transfer or PayPal (if your group is fewer than 8 people). If your group is more than 8 people, we require payment via bank transfer. If you insist on making your payment via paypal instead of bank transfer, you may do so at an additional cost.

Your trip can be paid in two instalments:

We require a 30% deposit of the total trip cost upon booking or 50% for sailing charters and day trips. The remainder must be paid up to 60 days before your arrival in Croatia. If you book within 60 days, then the total trip cost is due upon booking.

No refunds are available once a tour or service has commenced, or in respect of any package, accommodation, meals or any other services utilized. Canceling a booking with Royal Croatian Tours can result in cancellation fees being applied by Royal Croatian Tours, as outlined below.

If you need to cancel or reschedule your trip, please let us know as soon as possible. We make accommodation reservations quite early on to ensure you get the best quality rooms and services. If for any reason you need to cancel your trip, we will do the best we can to return most of what you have paid. We will only keep 150 EUR per person for administrative fees, plus any non-refundable booking fees we have made on your behalf.

Pricing & Inclusions/Exclusions:

Prices agreed upon between the customer and Royal Croatian Tours do not include tips/gratuities to tour directors, drivers or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; and any beverages or food not specifically listed in the agreed upon tour or service.

Passport & Visas:

Each customer has to check he has the appropriate documents for his journey especially (but without limitation) if he booked tours, packages or transfers including flight or visit of a country different from the country of departure. It is the responsibility of the guest to verify the required documents needed to enter Croatia. He or she has to own and bring a passport (with visa if necessary) or a valid ID card. No refund will be granted in case of lack or loss of ID documents.

Circumstances beyond our or our suppliers' control:

No compensation of any kind or responsibility can be taken if, due to circumstances beyond the control of Royal Croatian Tours or the relevant service providers; we have to notify a change to your arrangements when we or the relevant service providers cannot supply your arrangements in full or in part as agreed, or you suffer any loss or damage of any

description. A circumstance beyond our or the relevant service providers' control is one that cannot be foreseen or avoided, even after taking all due care and includes but is not limited to war, terrorist activity, civil unrest, industrial disputes and bad weather situations or forecasts.

Special Requests:

Please inform us at time of booking of any special requests for any service or facility that is not included as part of your booking. We will enquire with the relevant service provider and where possible will try to accommodate your request, but please note such requests cannot be guaranteed.

Acceptance of Terms & Conditions:

It is understood by Royal Croatian Tours that the terms and conditions of travel are accepted by the passenger when the required deposit has been paid. By making the booking you accept that you have the authority to bind all members of your party to these terms and conditions of booking and you take responsibility as the lead name on the booking to make payment and to receive documentation on behalf of your party.

Travel Insurance:

It is a condition of our contract with you that you and all members of your party have suitable and sufficient travel insurance to cover your journey as neither Royal Croatian Tours nor our suppliers can be held responsible for any liability, expenses or losses you incur as a result of being inadequately insured. We strongly recommend that at the time of booking a comprehensive travel insurance policy is purchased.

Your responsibility:

Please note you are responsible for your and your party's actions. If we or our suppliers believe your actions or those of your party could cause danger, upset or annoyance to other customers, guests or staff, we or our suppliers may end your booked arrangements immediately. In this event neither Royal Croatian Tours nor the relevant service provider(s) will pay compensation, make refunds nor pay any expenses you suffer as a result. You are responsible for your personal safety and for the safety of the accompanying people dependent on you.

Airport and Port Transfers:

You are responsible for providing precise arrival time and pick up location information (like airport, flight number, cruise docking port, hotel address) at least 72 hours before the travel date to the contact e-mail or phone numbers mentioned in the booking arrangement. Failure to do so can lead to loss of service, and Royal Croatian Tours, its affiliates or the relevant service provider will not be liable for any refunds or penalties.

Itineraries:

Itineraries were correct at the time of publishing, but are subject to change without notice. This could come about due to road or weather conditions, or any changes imposed by other tour operators and carriers included in the itinerary. If a passenger amends their itinerary by starting or concluding the itinerary earlier or later or during an itinerary then it becomes their responsibility to arrange tour or flight connections as necessary.

Cruise/Sailing Itineraries:

After departure of a cruise, on occasion and due to unforeseen circumstances or circumstances beyond our control such as exceptionally bad weather, navigational restrictions or other operational difficulty, in the interests of customer safety

or comfort, the skipper or captain may make required changes to the itinerary at his discretion. Cancelling a port or ports of call or making required changes in the itinerary does not entitle passengers to any claim against us, or to any refund.

If necessary, an itinerary may be changed or vessel substituted before or after commencement of the cruise. During the holiday, should the yacht or vessel sustain any breakdown in machinery or equipment disrupting the cruise itinerary for more than 24 hours, and if no alternative arrangement or substitute vessel is offered, then passengers will be entitled to a proportional refund for those cruise days not completed.

Most changes to holiday arrangements are minor. Occasionally, we have to make a "significant change". Significant changes include the following changes when made before departure; a change of yacht or accommodation to that of a lower official classification or standard for the whole or a major part of the time you are away, a change of sailing or accommodation area for the whole or a major part of the time you are away, a change of outward departure time or overall length of time you are away of twelve or more hours, or a change of departure point to one which is more inconvenient for you. If we have to make a significant change to or cancel your booking, we will tell you as soon as possible.

Delays:

We regret we are not in a position to offer you any assistance in the event of delay at your outward or homeward point of departure. Any airline/carrier concerned may however provide refreshments etc. We cannot accept liability for any delay which is due to any of the reasons which includes the behavior of any passenger(s) who, for example, fails to check in or board on time. In addition, for these bookings, we will not be liable for any delay unless it has a significant effect on your arrangements.

Safety Standards:

The safety standards and regulations are those of the country in question, and not necessarily the same or equivalent standards of your country. The monitoring, enforcement and compliance with local regulations is carried out by the appropriate authorities in the country concerned. We urge you take all reasonable precautions to protect yourself and family whilst on holiday.

Medical Conditions, Pregnancy and Travel:

If you have a medical condition, or if you are pregnant and considering travel, you must consult with your doctor before you travel, especially if medical condition requires daily routine care, urgent care, or your pregnancy is high-risk. You are responsible for disclosing any related information to us during the check-out process by adding special comments. You understand Royal Croatian Tours or local provider is not in a position to provide any medical services or urgent care in the event such an action may be required. You are liable for any risks, incidences or consequences incurred during travel. We highly recommend that you purchase medical insurance and travel insurance before you travel. It is your responsibility to ensure you are in appropriate physical condition for all of the activities in which you choose to participate.

Complaints:

Any problems that occur whilst on holiday should be directed at the earliest opportunity to the local supplier, representative and Royal Croatian Tours so it can be rectified. Complaints must be submitted in writing to Royal Croatian Tours no later than 30 days after the last day of your trip.

Governing Law:

This website has been designed for use within the Republic of Croatia. By accessing this website and hiring our services, you are agreeing that the Courts of Croatia will deal with any disputes which may arise between you and us, and that

Croatian law shall be the applicable law. Should the customer not be satisfied with the solution to the complaint, the matter can be taken to court (Zagreb Court jurisdiction).