

GENERAL TERMS AND CONDITIONS FOR TRAVEL / INTERMEDIARY AGREEMENT

IMPORTANT SPECIFICATIONS/ TERM EXPLANATIONS

Travel Contract – A travel contract is considered binding after being signed by the parties or otherwise clearly confirming their agreement/offer (internet, fax, email, credit card number, bank account payment) and produces legal effects when the agency receives by the contracted date the entire contracted amount or, if so contracted, receives payment of part of the amount and the rest of the amount and/or documentation to ensure payment of the remaining price by the contracted date.

Intermediary contract - a contract by which Biz Boutique/Boutique Travel j.d.o.o. as an intermediary, commit to make, for and on behalf of a passenger, a contract either for the travel contract or a contract for the execution of one or more special services which enables a journey or a stay to be realized, and the passenger is obligated to pay a fee.

Travel organizer - Biz Boutique/Boutique Travel j.d.o.o. for services and tourist agency

Travel organizer as an intermediary - Biz Boutique/Boutique Travel j.d.o.o. for services and travel agency when mediating the sale of the package arrangements or other services prepared by another tourist agency

Travel contractor - Any person who concludes a travel contract with the travel organizer/travel organizer as an intermediary, no matter who the traveller is.

Traveller - a person who personally undertakes a trip, whether she/he is or isn't the travel contractor at the same time.

Itinerary - Each published promotional material relating to a specific package arrangement or a specific service which also describes an itinerary and in this regard, and as such represents a general offer of travel organizer/the travel organizer as an intermediary who, by signing the contract, an integral part of this agreement, provided that the agreement itself has no other purpose.

Individual travel Itinerary - package arrangement or other service made at the request of the concerned travel contractor.

Voucher - a written document for a particular group of passengers or individual. It is non-transferable vouchers are used in the tourism sector primarily as proof of a named customer's right to take a service at a specific time and place. Service providers collect them to return to the tour operator or travel agent that has sent that customer, to prove they have given the service

1. GENERAL

These General Terms and Conditions form an integral part of the travel contract/intermediary contract, which governs the mutual relationships of the travel organizer/the travel organizer as an intermediary and the traveler or the traveling contracting Party.

These General Terms and Conditions shall be binding for the travel organizer/the travel organizer as an intermediary and the traveller/the travel contractor.

If Biz Boutique/Boutique Travel j.d.o.o. acts as a travel organizer in travel sales/services organized by other persons - tourist agencies, such travel/services shall be specifically marked and the General Terms and Conditions of the responsible travel organizer shall apply to them. In case Biz Boutique/Boutique Travel j.d.o.o. performs as travel organizer the travel contract shall be considered as a confirmation in the sense of the Mandatory Relationship Act. Biz Boutique/Boutique Travel j.d.o.o. is

not responsible for the travel/services provided by other travel organizers when acting as a travel organizer as an intermediary.

By signing the travel contract or a voucher or confirmation of the reservation or the card payment agreement, the traveller/the travel contractor fully accepts these General Terms and Conditions, travel itinerary and special travel Terms and Conditions if applicable.

In case that the terms of travel contract, travel itinerary, individual travel itinerary or General Terms of Contract differently define the terms, rights and obligations, the contractual relationship between the traveller/the travel contractor and the travel organizer/the travel organizer as an intermediary shall be first the contract, then the travel itinerary, or individual travel itinerary and, finally, General Terms and Conditions.

By signing the travel contract, the traveller/the travel contractor confirms that prior to the conclusion of the travel contract, the travel organizer/the travel organizer as an intermediary has provided the basic information for border, visa and health formalities regarding travel and stay at the destination, as well as the time needed to complete of these formalities and that he/she was offered a travel insurance package.

Persons under the age of 14 can travel abroad only with their parents or other legal representatives or with another person only with of both partens/legal representative consent which must be certified by a notary, diplomatic mission or consular office. By signing the travel contract, the travel contractor - parent of a minor - passenger also confirms that another parent is familiar and explicitly agrees with the contract.

The traveller/the travel contractor guarantees and is responsible for the truthfulness and accuracy of all the information provided to the travel organizer/the travel organizer as an intermediary. If the travel contractor is not the traveller, travel contractor guarantees that, for the purpose of realizing the contracted travel/services, he/she is authorized to provide personal data of the traveller/s and to accept all legal obligations arising from the contract and the positive legal regulations.

The travel contract/intermediary contract produces legal effects:

1. by signing the contract by the contracting parties in writing or in electronic form and
2. by paying the total contracted amount to the organizer of the travel organizer/the travel organizer as an intermediary until the agreed date or, if so contracted, by paying part of the contracted price and submitting documentation which indisputably ensures payment of the difference up to the total price till the agreed date.

2. RESERVATIONS AND PAYMENT

Reservations and payments are made by e-mail, telephone, fax and other means of distance communication or in the agency of the travel organizer/the travel organizer as an intermediary.

For the validity of the reservation the traveller/the travel contractor is required to complete all mandatory traveler's personal data for the purposes of booking confirmation, read these General Terms and Conditions and/or the special travel terms and conditions for selected service if they apply to the specific reservation.

By a written confirmation of the offer (by accepting the offer), the traveller/the travel contractor fully accepts these General Terms and Conditions and has previously studied it and is obliged to pay the amount of at least 30% of the price - unless otherwise specified in the Contract or travel itinerary and pay the difference to the full price of the contract or provide documentation for an undue payment of the difference at least 21 days before the start of the trip.

If the traveller/the travel contractor does not pay the difference until the deadline, the reservation will not be valid, it is considered that the traveller/the travel contractor has canceled the reservation

and the travel organizer/the travel organizer as an intermediary reserves the right to keep the advance payment paid for the trip.

The traveller/the travel contractor is required to pay the total cost of the service when booking airline tickets and travel insurance.

Travel organizer/the travel organizer as an intermediary has several possibilities of the payments. The payment can be done to agency's bank account, debit cards – Maestro and Visa, and Credit Cards - Visa, MasterCard American Express.

3. PRICES

Travel organizer/the travel organizer as an intermediary's rates are published in kuna and include VAT, unless the VAT Law exempts certain services from VAT payments, and if specified in the foreign currency, the method of payment for payment in kuna will be indicated. The prices apply from the date of the travel itinerary on the website and/or brochures and/or offers of the travel organizer/the travel organizer as an intermediary.

Prices of the package of arrangements, accommodation services and other services provided under travel contract with third parties or other service providers do not have to correspond to the prices published at the destinations where the traveller resides during the travel, and any objection to the difference in price will not be accepted.

The travel organizer/the travel organizer as an intermediary reserves the right to increase the price of contracted services from the contract no later than 21 days before the start of the trip, if after the conclusion of the contract there have been changes affecting the cost of travel and for which the travel organizer/the travel organizer as an intermediary did not know (eg. currency exchange rate changes, increased transportation costs including fuel costs, local city taxes, increased fees for certain services in air and other ports, VAT increase, etc.).

If it is not otherwise specified in the terms and conditions, travel organizer/travel organizer as an intermediary will increase the price in the same percentage as the above calculation elements were calculated on the basis of which the price was formed.

The travel organizer/the travel organizer as an intermediary will notify the traveler about the price increase without postponing in written notice. The traveller agrees to accept the agreed price increase by up to 10%.

If the contracted price increases by more than 10%, the traveller has the right to terminate the contract, and he/she must, in writing, inform the travel organizer/the travel organizer as an intermediary within 2 business days of receiving the travel organizer's/the travel organizer as an intermediary's price increase. In that case, the traveller is entitled to a refund of the price paid up to then, without the right to compensation.

If the traveller does not provide a reply in writing and within the specified time period to the travel organizer/the travel organizer as an intermediary, the traveller is deemed to agree to a change in the price.

4. TRAVELER OBLIGATIONS

The traveller/the travel contractor is obliged to specify the exact names and surnames and nationality of passengers on valid travel documents when confirming the offer, in writing. If any changes to the confirmed name, surname or nationality of the passenger arrive later, the traveller/the travel contractor is required to pay any given data change fee that might occur.

The traveller is obliged to ensure that he/she personally, his/her personal documents and luggage meets the conditions of the border regulations, customs, sanitary, monetary and other regulations of his/her country as well as the countries in which he/she travels.

The traveller is required to have valid travel documents. Any costs that occur due to loss or theft of personal documents during the trip, needs to be entirely covered by the traveler.

As some destinations require a visa, travel organizer/the travel organizer as an intermediary may, at the request of the traveller, mediate in obtaining a visa for certain destinations, and charge a fee for mediation services. Travel organizer/the travel organizer as an intermediary does not guarantee the visa approval.

The traveller is obliged to, at the time of the confirmation of the offer, inform the travel organizer/ the travel organizer as an intermediary of all facts regarding his or her health, habits and so on, which could endanger traveling (eg. if a particular type of diet is required for health and other reasons, if he/she is suffering from chronic illnesses, etc.).

Special rules apply to travel to specific destinations, including mandatory vaccination and the secure of appropriate documents. The traveller is obliged to carry out mandatory vaccinations as well as having certificates and documents about it at his own expense. Those documents needs to be shown when entering/passing through the country that requires it.

Travel organizer/the travel organizer as an intermediary is not responsible for decisions of official personnel who refuse to allow the traveler to embark (ship or plane, or similar) or refuse to enter the country as a result of non-compliance with the travel obligations stated in these General Terms and Conditions. In the event of the inability to continue the journey due to their violation, the traveler shall bear all the costs incurred for that reason and shall not be entitled to compensation for damages by the travel organizer/the travel organizer as an intermediary.

The traveller is obliged to provide, at the request of the travel organizer/the travel organizer as an intermediary, all the necessary information for organizing the trip, in particular for obtaining transport tickets and reservation of accommodation.

The traveller is obliged to stick to the travel itinerary and house rules of the service providers (accommodation facilities, restaurants, transportation providers and similar service providers that are a part of the travel itinerary) and cooperate with the representative of the travel organizer and the service providers in good faith.

In the event of non-compliance with these obligations, the travel organizer/the travel organizer as an intermediary disallow any liability for damages, and the traveler shall pay the cost of the closed damage at the place of the event.

The traveller is obliged to stick to the rules of personal safety during the journey, which would be used by every average person. Travel organizer/the travel organizer as an intermediary is not responsible for the traveller's actions that relate to his/her personal responsibility.

Travel organizer/the travel organizer as an intermediary is not responsible for the destruction, stolen or lost luggage, as well as the theft of luggage or valuables in the hotel or in the means of transport. The traveller needs to report any damage or loss of his/her luggage, to the carrier directly or to the service provider where the damage or loss has occurred.

The traveller will be able to obtain a travel document (voucher, time and place of departure, place of destination or modification of the means of transport, arrival time, telephone number or other means of contact with the travel organizer/the travel organizer as an intermediary; the case of a minor, the way of establishing a direct connection with him/her or the person responsible for him/her and other necessary information) by e-mail or in person at the agency. In the event of a later change of the travel details, the travel documentation will be sent to the e-mail address that the

traveller has stated as valid in the application along with the telephone notice as well, if possible. If the traveller was not able to download the documentation due to technical difficulties or the travel documents were not able to reach the traveler due to technical difficulties, he/she is obliged to notify the travel organizer/the travel organizer as an intermediary no later than 8 days before departure.

The damage incurred due to not taking the travel document within the specified time is borne exclusively by the traveler.

At the request of the representative of the travel organizer or a service provider, the traveller is required to present a voucher or proof that he has fully paid the price. Otherwise, the traveller may not commence the journey/use of the service, unless otherwise agreed by the Contracting Parties.

5. LAST MINUTE PACKAGE

If the traveller/the travel contractor has chosen and sign a contract for a package "last minute" (last-minute travel) or a contract whereby the traveller finds out the name of the object or location of the object in which he/she is residing, only after the arrival at the destination (packages named: fortuna, jockey, roulette, no name hotel etc.), then the traveller accepts all the risks of such a trip. Such marked journeys contain uncertain facts that travel organizer/the travel organizer as an intermediary can not influence and which traveller has accepted primarily for a lower price. By signing such a contract, the traveller waives the right to complain and compensation for damages on that basis.

To confirm the reservation of the Last Minute Package or the "Fortuna System" arrangement, the traveller is obliged to pay the total price of the package immediately or to make sure that the entire amount of the arrangement is settled before the beginning of a journey. In the event of cancellation of such arrangements by the traveler, the travel organizer/the travel organizer as an intermediary is entitled to keep the total price of the package.

6. CATEGORIZATION AND SERVICE DESCRIPTION

Accommodation facilities published on the websites and on the travel organizer's/the travel organizer as an intermediary's programs are described according to the official category of the country concerned at the time of creation/publication of the program or offer. Accommodation, nutrition, comfort and other services are under the supervision of local and state tourist authorities, and standards of accommodation and services are different and not comparable.

To determine the descriptions of services and facilities, only the content of the itinerary of the travel organizer/the travel organizer as an intermediary is relevant, while other oral or written information that is different from the itinerary will not be considered as a relevant criterion for determining the organizers' responsibility.

At the time of the check in, the traveler will be assigned with the room that will be chosen by the receptionist of the accommodation. If the traveller/the travel contractor does not explicitly contract the accommodation unit (room, apartment, cabin, etc.) with special features, he/she is obliged to accept any officially registered accommodation unit that has been assigned to him/her at the respective facility.

The check in at the accommodation unit is normally between 15:00 and 18:00 hours, and the check out is normally until 10:00 on the day of completion of the service, unless otherwise is specified or paid with additional fee, or stated in the official Itinerary for this specific travel.

In the event of a later or earlier arrival/departure from the accommodation unit, the traveller/travel contractor is obliged to report the travel organizer/the travel organizer as an intermediary no later than 48 hours before the start of the trip, and the travel organizer/the travel organizer as an

intermediary will endeavor to provide the appropriate space for keeping the luggage and/or announce the hotel later check in, but can not guarantee the fulfillment of such a request. If the traveller/the travel contractor does not inform the travel organizer/the travel organizer as an intermediary about later check in time at the accommodation, 48 hours before the trip, the travel organizer/the travel organizer as an intermediary will not be responsible if accommodations are no longer available. In case of a previously announced request by the traveler (for example: comfort, room orientation, floor etc.), the travel organizer/the travel organizer as an intermediary will endeavor to satisfy such request but can not guarantee the fulfillment.

7. COMPLAINTS

If the traveller is not satisfied with certain service, the traveller has the right to file a written complaint to the person who is responsible for that specific service – at the spot and also, as soon as possible, to the travel organizer/the travel organizer as an intermediary, not later than 8 days after the end of the journey. The travel organizer/the travel organizer as an intermediary is not obligated to take into consideration the complaints filed after the expiry of the mentioned deadline.

It is in the interest of the traveller to complain to the travel organizer representative/on-site service provider in order to make the complaint, if possible, resolved in the course of the journey.

If a traveller submits a complaint, he/she shall cooperate with the representative of the travel organizer/service provider in good faith in order to resolve the problem occurred, at the place of service. In the case of non-acceptance of the solicitation of the complaint, which corresponds to the contracted service by type and quality, the travel organizer/the travel organizer as an intermediary is not obligated to consider postponement of the objection by the traveller.

If after receiving the complaint the service is not provided in a contractual manner, the traveller is required to request a written confirmation that he has filed the complaint on the spot and enclose it with his written complaint to the travel organizer/the travel organizer as an intermediary no later than 8 days after the end of the trip. Complaints submitted without the enclosed confirmation the travel organizer/travel organizer as an intermediary will not consider.

The traveller is obliged to provide adequate evidence and explanation with the complaint.

Travel organizer/the travel organizer as an intermediary to provide the traveller with a reply of complaint within 15 days of its receipt. The traveller waives the right to initiate any action regarding to the complaint until the reply of the travel organizer/the travel organizer as an intermediary.

The travel organizer/the travel organizer as an intermediary will not take into consideration group complaint.

A traveller may file a written complaint in the following ways:

- personally at the agency's office during working hours
- by e-mail: info@bizboutique.biz
- by post to Biz Boutique / Boutique Travel, 3. Bijenicki ogranak 11a, 10 000 Zagreb

8. TRAVELLER REPLACEMENT

If the traveller is prevented from commencing a trip, he/she may designate another person to use the contracted services instead only if that person complies with the special requirements for the agreed trip and if he/she notifies the travel organizer/the travel organizer as an intermediary in a timely manner.

Travel organizer/the travel organizer as an intermediary will consider the request, conditions and circumstances of this possibility and make the maximum effort to comply with this request.

Travel organizer/the travel organizer as an intermediary is not responsible to cover any compensation if this request is not possible to meet.

The replaced and the new traveller are jointly and severally liable for the replacement costs incurred by the travel organizer/the travel organizer as an intermediary that needs to be paid before the start of the journey.

Travel organizer/the travel organizer as an intermediary reserves the right not to accept the replacement of the traveller if the travel destination country does not permit the replacement of the traveller or if it is not possible to make a reservation change.

In case of cancellation of the flight ticket, traveler replacement is not possible because the flight ticket is not transferable in accordance with the applicable airline regulations, if not stated differently.

9. OBLIGATIONS OF TRAVEL ORGANIZER / TRAVEL ORGANIZER AS AN INTERMEDIARY

The travel organizer/the travel organizer as an intermediary is obliged to provide the traveller with services that are defined by travel contract and to take care of the traveller's rights and interests, in accordance with applicable business practices.

The travel organizer/the travel organizer as intermediary is obliged to take care of the execution of the services as well as the choice of other service providers with the care of a good businessman.

The travel organizer/the travel organizer as an intermediary shall be liable to the traveler for any damage caused to the traveller by non-fulfillment, partial fulfillment or unsatisfactory fulfillment of the Services to the value of the price of the travel contract.

The travel organizer/the travel organizer as an intermediary is not reliable to any printing mistakes in promotional material or for mistakes made by entering data on the web site of the travel organizer/ the travel organizer as an intermediary. Any information that deviates from a reasonable and common, the traveller must specifically confirm with the travel organizer/the travel organizer as an intermediary.

The information contained in promotional materials shall be binding for the travel organizer/the travel organizer as an intermediary may be subject to exceptionally modification only on the basis of a special written agreement with the traveller specified in the travel contract or if the traveller has been informed of such changes before the conclusion of the contract, the possibility must be explicitly stated in promotional materials.

10. RIGHT OF TRAVEL ORGANIZER/TRAVEL ORGANIZER AS AN INTERMEDIARY ON CONTRACT TERMINATION

Travel organizer/travel organizer as an intermediary is authorized by a one-sided statement to terminate the contract in whole or in part in the following cases:

- I. if the travel organizer/the travel organizer as an intermediary does not receive payment of the whole price or part of the price of the travel contract and documentation for the payment execution in the agreed terms, ensuring that the remaining part of the price is indisputable. In this case, the traveller/the travel contractor has no right to compensation for damages and any costs of visas, insurance, vaccinations and similar charges, he/she has to pay the contractual fees as well as if he/she has canceled the trip himself. Travel organizer/travel organizer as an intermediary reserves the right to keep the paid advance payment.
- II. if prior or during the performance of the contract an exceptional and unforeseeable circumstances occur which could not be prevented, avoided or remedied and which haven't existed at the time of the conclusion of the travel contract. In this case, the traveller/the

travel contractor shall be entitled to a refund of the total amount paid or the price difference between the agreed and rendered services but shall not be entitled to compensation for damages and any costs of visas, insurance, vaccinations and similar charges.

- III. if there are not enough number of travellers who are required to engage the trip, if the traveller in such circumstances have been notified within a reasonable time limit, that may not be shorter than 5 days before the date of the trip.

Travel organizer as an intermediary reserves the right to cancel the travel, at least 5 days before the start of travel, if the travel agency as a organizer has canceled the travel.

11. AMENDMENT OF THE CONTENT OF THE CONTRACT

If the travel organizer/the travel organizer as an intermediary makes significant changes to the essential components of the contract (program, accommodation, price) before the beginning of the travel, it is obliged without delay to notify the traveller in writing and may offer the conclusion of the amended travel contract. The traveller/the travel contractor may, at his/her choice, within 2 business days of receipt of the notice of change of contract, accept the revised travel contract or refuse to accept the changes.

In the event of acceptance of the amended travel contract, the replaced contract shall be considered as a new travel contract, and the traveller shall waive all claims against the travel organizer/the travel organizer as an intermediary on any legal basis arising from the original contract, except the right to refund prices, if the substitute arrangement has a lower price. If the traveller terminates the contract, the travel organizer/the travel organizer as an intermediary is obliged to refund the paid price to traveller and to compensate for the damage to the maximum amount of half of the paid amount.

The travel organizer/the travel organizer as an intermediary excludes any liability in the event of changes and non-performance of services caused by force majeure (war, riots, strikes, terrorist actions, sanitary disturbances, elemental disasters, intervention by the competent authorities and the like). The traveller is not entitled to compensation for damage in the event of such a change of contract. If it is possible, the travel organizer/the travel organizer as an intermediary will ensure the services in an altered form, depending on the circumstances.

The travel organizer/the travel organizer as an intermediary is not responsible for delays in transportation, as well as for unplanned changes to programs and costs incurred as a result of such delays.

The travel organizer/the travel organizer as an intermediary maintains the right to change the day or the hour of a journey due to a change of the flight schedule or due to the occurrence of unforeseen circumstances, the right to change the direction of travel if the conditions of travel change (change of flight order, security situation in a particular country, elemental disasters or other situations to which the travel organizer/the travel organizer as an intermediary cannot influence) without compensation, according to the applicable regulations in domestic and international traffic.

If the circumstances at the destination do not allow the traveller to be accommodated in the booked facility, the travel organizer/the travel organizer as an intermediary will make arrangements to accommodate the traveller in another object of the same category or more than the reserved one.

If the travel organizer has not provided the majority of the contracted services after the start of the journey or if it determines that it will not be able to satisfy the fulfillment of the majority of the contracted services, the travel organizer is obligated to make changes to the travel program and to reimburse the traveler the difference in the price between the contracted and actually provided services, if such difference exists, in favor of the traveller.

In addition to the written consent of the traveller, the travel organizer/the travel organizer as an intermediary may replace an unpaid part of the service with another service, whereby the traveller waives the right to claim for compensation from the travel organizer/the travel organizer as an intermediary for such mutually agreed and modified travel in relation to the travel contract.

If it is not possible to modify the travel program appropriately or if the traveller does not accept the changes for a justified reason, the travel organizer/the travel organizer as an intermediary will enable the traveller, at his own expense, to return to the place of departure or another place, if the traveller so agrees, and compensate for any damage he has suffered. Damage shall be paid in the amount of the price of the unused part of the contracted program based on the traveller's complaint. The travel organizer/the travel organizer as an intermediary will handle the complaint in the manner defined by these General Terms and Conditions. The largest amount of damage can be the amount of the contracted arrangement price.

12. THE RIGHT OF TRAVELLER TO TERMINATE THE CONTRACT

The traveller/the travel contractor can at any time in writing, completely or partially terminate the contract of travel organization/mediation contract.

The travel organizer/the travel organizer as an intermediary has determined in the promotional material and/or on the website how to calculate the compensation that the traveller/the travel contractor is required to pay in case of cancellation of the travel contract, which depends on the travel cancellation time.

If the actual expenses or fixed cost exceeds those stated in the promotional material and/or the travel organizer/the travel organizer's as an Intermediary web site, the travel organizer/the travel organizer as an intermediary reserves the right to charge the actual costs incurred.

In case of cancellation of the arrangement, the traveller/the travel contractor is not entitled to compensation for possible costs of visas, insurance, vaccinations and similar charges.

If the traveller/the travel contractor terminates the contract upon the commencement of travel, the travel organizer/the travel organizer's as an intermediary is entitled to withhold full amount of the agreement (100%), and the traveler is not entitled to reimbursement of the costs incurred due to early return to the place of departure.

In the case of cancellation of the contract which is part of air travel and/or ship, the terms of the refund are defined by the terms and conditions of the air carrier or the shipping company and are known in advance to the traveller in the process of concluding the travel contract.

By signing the contract, the traveller/the travel contractor confirms that he/she is familiar with the Terms and Conditions and the obligation to fully compensate the travel organizer/the travel organizer as an intermediary for the compensation calculated, irrespective of the amount he/she has paid up to the moment of termination of the contract.

If the traveller/the travel contractor cancels the contract, the travel organizer/the travel organizer as an intermediary retains the total cost of the arrangement – the contract (unless stated otherwise in the travel program):

European travel, accommodation services, vacations, skiing:

- up to 30 days before departure 10% of the price of the package, or at least 100 kn
- 29-22 days before departure 30% of the price of the package
- 21-15 days before departure 40% of the price of the package
- 14-8 days before departure 80% of the price of the package
- 7-0 days before departure and after departure 100% of the price of the package

Long hall travel, foreign language courses:

- up to 30 days before departure 25% of the price of the package
- 29-15 days before departure 80% of the price of the package
- 14-0 days before departure and after departure 100% of the price of the package

Cruises

- up to 46 days before departure 10% of the price of the package
- 45-31 days before departure 25% of the price of the package
- 30-16 days before departure 50% of the price of the package
- 15-8 days before departure 80% of the price of the package
- 7-0 days before departure and after departure 100% of the price of the package

The above fees also apply to changes of the departure date and the accommodation facility or type of accommodation unit, as well as any other significant changes, unless expressly stated otherwise in the travel program.

If the traveller who is prevented from commencing the journey appoints another person to use the contracted services instead, and the travel organizer/the travel organizer as an intermediary fulfills this request under the conditions specified in paragraf 8 of these General Terms, the Traveler will be charged for the costs caused by the replacement itself and the fee in the amount of 100 kunas.

If no later than 21 days before the start of the trip, the traveller/the travel contractor does not pay the difference up to the full price of the arrangement, it is considered that the traveller/the travel contractor has canceled the reservation and the travel organizer/the travel organizer as an intermediary reserves the right to retain the paid advance payment for the travel agency.

13. LUGGAGE

Carriage of luggage by airplane is free of charge up to the weight specified by the air carrier.

Excess baggage is paid by the passenger at the applicable airline rates.

Children under 2 years of age are not eligible for free baggage transfer by air as they do not have a seat on the airplane. When traveling by bus, a passenger can carry 2 pieces of personal luggage.

Travellers are obliged to take care of their belongings in the cabin of the bus, and are obliged to bring it with them each time they leave the bus. Otherwise, the passengers themselves are responsible for stealing, losing or damaging things left in the bus without their supervision. The luggage is transported at the passenger's risk, therefore it is recommended that the luggage be secured with the insurance company.

The tour operator is not responsible for damaged or lost luggage, or for theft of luggage or valuables at the hotel (safe deposit box is recommended). Depending on where the damage or loss occurred, the passenger shall send the complaint for the damaged or lost luggage to the carrier or to the reception of the accommodation.

14. INSURANCE

By signing the travel contract, the traveller/the travel contractor confirms that he/she has been offered a travel insurance package consisting of: voluntary health insurance while staying abroad, accident insurance, baggage insurance and travel cancellation insurance. The aforementioned insurances can be contracted directly with one of the insurers or with the travel organizer/the travel organizer as an intermediary.

15. INSURANCE IN CASE OF PAYABILITY OR BANKRUPTCY OF THE TRAVEL ORGANIZER

In accordance with the Law of Tourism in the Event of Payment Invalidity or Bankruptcy of the travel organizer, the traveller caught on the trip, as well as other persons who paid the advance for the travel, should contact the insurer of the travel organizer CROATIA OSIGURANJE d.d., VAT:

26187994862, Vatroslava Jagica 33, Zagreb, citing policy number 298625000056, as quickly as possible. In the event of the need to activate bail insurance for the purpose of collecting their claims, travellers are obliged to present a contract on a concluded tourist arrangement or other form of business cooperation agreement with the travel organizer and original proof of payment made to the travel organizer.

16. LIABILITY INSURANCE

Pursuant to the Law of Tourism, the travel organizer has concluded a liability insurance contract for damage caused to the traveller by non-fulfillment, partial fulfillment or disorderly fulfillment of obligations, with the insurance company CROATIA OSIGURANJE dd, OIB: 26187994862, Vatroslava Jagića 33, Zagreb. The policy number is 078620052756. By signing the Agreement, the traveller confirms that he is familiar with the contents of the said Insurance Contract.

17. PROTECTION OF PERSONAL DATA

By signing the travel contract, the traveller/the travel contractor voluntarily makes personal information available to the travel organizer/the travel organizer as an intermediary and allows it to be used to protect the interests of the traveller/the travel contractor in all business related to the agreed travel/service, which includes passing on this information to third parties/persons in the country and abroad who are necessary for the realization of this trip/service, and forwarding the information to the insurers if the traveller/the travel contractor contracts the selected insurance through the travel organizer/the travel organizer as an intermediary. This information can also be used to further communication with one another and to deliver marketing messages to the travel organizer. The travel organizer/the travel organizer as an intermediary is obliged to keep personal data in the database, in accordance with the decision of the travel organizer/the travel organizer as an intermediary on the method of collecting, processing and storing personal information and the Statement of Confidentiality found on the Internet pages www.bizboutique.biz

18. FINAL PROVISIONS

If a provision of these General Terms and Conditions were to be null and void, this would have no effect on the other provisions and these General Terms and Conditions would remain valid, replacing the null and void provision by the Contracting Parties, which would, to the fullest extent possible, achieve the objective pursued by the provision found to be null and void.

These General Terms exclude all former General Terms and are an integral part of the travel contract concluded by the traveller/the travel contractor with the travel organizer/the travel organizer as an intermediary.

The parties agree to settle possible disputes by mutual agreement. If this is not possible, in the event of a dispute, the jurisdiction of Croatian law and jurisdiction of the court in Zagreb shall be determined according to the headquarters of the travel organizer/the travel organizer as an intermediary.

Zagreb, 12th August 2019.

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