

# 1. RESERVATION

For reservations, please contact J.E.M. Trade Ltd -Croatian Cruise Agency, in further text Agency for assistance, or send an e-mail to [info@croatiacruise.eu](mailto:info@croatiacruise.eu). All prices are based on tariffs in effect at the same time of publication of this manual, and are subject to reconfirmation at the time of booking. We will check availability and send an email with the booking confirmation /proforma invoice.

# 2. DEPOSIT AND PAYMENT

In case of cruises a reservation deposit of 30% is required within 5 days from the date of our written confirmation. This deposit is non-refundable and forms part of your final payment. The balance is due 60 days prior to tour departure. If we do not receive final payment by the specified date, we reserve the right to cancel the reservation. Upon execution of the remaining balance or the full amount, Agency will send travel document / voucher. Final invoice will be send at the end of the tour. For late bookings (less than 30 days prior to departure), full payment is required at the time of booking. In the case of billing errors, we reserve the right to re-invoice with correct pricing. Service charge is not included in the price and therefore please tip at your own discretion.

# 3. CANCELLATION FEES

Cancellations must be advised to in writing. Per person cancellation fees apply as follows:

\* up to 60 days prior to the cruise commencement - loss of deposit

59 - 36 days prior to the cruise commencement - 50 % of the cruise rate

35 - 0 days prior to the cruise commencement - 100 % of the cruise rate

“Departure day” is considered the date Agency services begin.

# 4. GUARANTEED DEPARTURES

In 2019 we intend to operate all our schedule departures. In case of any unforeseen circumstances, Agency reserves the absolute right to change and/or alter any specific departure date, and amend or cancel any of the arrangements for particular itinerary. Should insufficient numbers book the tour Agency can close the departure. In the unlikely event that a departure is cancelled, we will re-book passengers on the same tour with a different departure date or a similar tour. All re-bookings are subject to availability. If that tour is unacceptable, Agency will refund all funds paid ; there is no additional liability. Agency can not assume responsibility for any additional costs or fees relating to the issuance and/or cancellation of air tickets, ground transportation, extra accommodation surcharges, travel insurance, visa fees, taxes or any other travel arrangements not made through Agency.

## 5. REFUNDS FOR UNUSED SERVICES

No refunds will be made for unused services (like transfer services) or unused part of the program included in tour price once travel arrangements have commenced, especially in the cases where passengers are unable to travel due to invalid travel documents (passports, visas). In case that client cannot find the arrival transfer/driver at the airports, they have to call emergency contact number in the travel documents.

## 6. COMPLAINTS

Any complaints regarding service have to be given directly to the Agency representative (Tour Escort) on the spot. Any complaints regarding service on board have to be given directly on the ship to Agency representative (Cruise Manager). Complaints have to be sent to Agency within 15 days from the customer's departure. Otherwise, such complaints will not be taken into consideration.

## 7. TOUR MEMBERSHIP

In order to ensure congenial membership, Agency reserves the right to accept or reject any person as a tour participant and to expel from the tour any participant whose conduct is deemed incompatible with the interests of the tour group.

## 8. INSURANCE

Agency strongly recommends insurance to cover cancellation charges, trip interruption, accidents and baggage loss. Agency accepts no responsibility for damage or loss of baggage or other personal property.

## 9. DELAYED ARRIVAL

We do not cover any refunds for missed /late flights and, subsequently, late arrival/no start of the tour. All additional costs have to be settled on the spot by passengers. We recommend that in case of delay clients call the emergency phone number which is in the travel documents.

## 10. PROGRAM RATES

Program rates are per person, based on two persons sharing a room. Single room supplements and triple room reductions are listed where applicable. When applies, transfers are provided complimentary only from airports to hotel and vice versa by motor coach or private vehicle, only on the first and the last day of the tour, as per the itinerary, under the condition that accurate transfer information is provided. Pre-stay and post-stay transfers are not included in the tour rate, but can be arranged on request.

## 11. LOCAL HOLIDAYS

During national holidays certain facilities (museums, restaurants, sightseeing tours and shopping) may be limited or unavailable. Alternatives will be offered whenever possible.

## 12. LUGGAGE

In case of land tours, portage is not included in program price. No responsibility is accepted for loss or damage to baggage, travel documents or passenger's belongings, nor for luggage loss that occurred in the hotels or luggage left in the bus depots during night periods. Agency will not accept responsibility for baggage damage caused by normal wear and tear in handling and transportation.

## 13. PASSPORTS AND VISAS

A valid passport is required for all tour participants. All passengers, regardless of the passport they hold, should check with the appropriate consulates to determine if any visas are needed. Securing any needed visas is the responsibility of the tour participant.

## 14. TRAVELERS WHO NEED SPECIAL ASSISTANCE

Any disability requiring special attention must be reported to Agency at the time of booking. Agency will make reasonable efforts to accommodate the special needs of disabled tour participants, but is not responsible for any denial of services by carriers, hotels, lodges, restaurants, or other independent suppliers, nor any additional expenses incurred. Motor coaches and minibuses are not equipped with wheelchair ramps. We regret we cannot provide individual assistance to a tour member for walking, dining, getting on/off motor coaches and other transportation vehicles, or other personal needs. Travelers who need assistance must be accompanied by a qualified and physically able companion. Motorized scooters are unsuitable for touring.

## 15. YOUNG TOUR PARTICIPANTS

Tour participants under 18 years must be accompanied by an adult. On escorted land tours we do not recommend children under the age of 8.

## 16. HEALTH REQUIREMENTS

Tour participants should check with the consulates and local health boards for the latest health requirements. No medical expenses will be covered for illnesses that occur prior to arrival or on the tour.

## 17. PETS

Due to safety reasons and comfort for all passengers, animals are not allowed in our tours and cruises.

## 18. SAFETY

Please be aware that during your participation in tours operated by Agency, certain risks and dangers may arise beyond our control including, but not limited to, the hazards of traveling in undeveloped areas; travel by boat, train, automobile, aircraft or other means of transportation; the forces of nature, political unrest and accident or illness in remote regions without means of rapid evacuation or medical facilities. Agency will not have liability regarding provision of medical care or the adequacy of any care that may be rendered. It is understood that Agency will use its best efforts to ensure that adequate measures are taken.

## 19. RESPONSIBILITY \*\*\* IMPORTANT

Agency and/or its agents act only in the capacity of agent for the passengers in all matters pertaining to the tour, whether by plane, rail, motor coach, ferry, cruise boat or any other means of conveyance. They shall not be liable for any injury, damage or loss caused by neglect or default of any company or person engaged in conveying the tour, or any hotel proprietor or other person supplying services or material in connection with the tour.

## 21. FORCE MAJEURE

In case of any unforeseen circumstances during your cruise, including but not limited to: weather conditions, low or high waters, lock schedules, acts of God, government actions, political turmoil, disease, strikes, terrorism, general break down of equipment, closures or black outs of certain attractions listed in the program or similar, Agency reserves the absolute right to change and/or alter any specific sailing date, itinerary or a series of departure dates including implementing any of the following; a) substituting vessels of same or similar quality, b) operating portions of the sailing program via motor coach/hotel accommodations to replace boat schedules, c) substituting listed attractions with those of same or similar quality without prior notice. The vessel operators also reserve the right to cancel any particular sailing date or series of departures, for reasons outlined above, lack of participation or for any other reasons beyond their control. In the unlikely event of a cancelled sailing date, in conjunction with the vessel owners/operators, we reserve the right to offer an alternate date. If that tour is unacceptable, Agency will refund all funds paid ; there is no additional liability.

## 22. SHIPS

Passengers on board are obliged to abide to the ship rules, as captain is responsible for the safety of all passengers and the crew. Jumping and diving from the boat during navigation, as well as climbing on the masts, is strictly forbidden. Swimming far from the boat or the coast should be avoided. It is strictly forbidden to throw rubbish into the sea. It is not allowed to bring drinks and food on the boat, except personal care products, liquid medicine, food products for infants and special diets. Tap water on the ship is not safe for drinking. Water is scarce on every boat, therefore please be very rational with it. The same applies to the electricity which runs on the generator.