

Terms and Conditions

RESERVATIONS AND PAYMENT

All reservations/bookings should be made in writing, by e-mail online booking or in person in LuxMediterranean Experience office as well as at the offices of our partner travel agencies. The Client is obligated to provide any information which is required for the reservation process. The deposit of 50% of the amount total is required at the time of booking. The remaining amount must be paid no later than 30 days prior to the beginning of the service for multi day trips and packages. For bookings within 30 days before tour start, customer is obliged to pay the entire amount at the time of booking.

CANCELLATION POLICY

All cancellations must be in writing- by email and confirmed by LuxMediterranean Experience. Cancellation charges per person (percentage of total arrangement price):

- 30 or more days prior to arrival 10%
- 29 – 22 days prior to arrival 25%
- 21 – 15 days prior to arrival 40%
- 14 – 8 days prior to arrival 80%
- 7 – 0 days prior to arrival 100%
- No show 100%

CANCELLATION and CHANGES LUXMEDITERRANEAN EXPERIENCE j.d.o.o.

The itineraries are subject to change depending on group abilities and preferences, weather conditions, water levels, other acts of God, special events of interest and similar. For client's safety and comfort reasons LuxMediterranean Experience reserves the right to alternate programme without prior notice. In a case of major changes or cancellations, LuxMediterranean Experience will advise the Client as soon as possible and provide the following options:

- a) Client may accept a new departure date or destination offered by LuxMediterranean Experience;
- b) Client may accept a replacement package/excursion of equivalent or closely similar itinerary;
- c) Client may cancel his/her booking altogether and receive a full refund of the money paid.

The Client is obligated to inform LuxMediterranean Experience of his/her decision within 7 days of the offer. If the Client does not, LuxMediterranean Experience will book a replacement package/excursion

REFUND CLAIMS

If the client is not satisfied with the accommodation, equipment or service provided he/she should contact LuxMediterranean Experience employee (tour leader/guide/representative) immediately in order to find a satisfactory change or replacement. Refund claims will be considered invalid unless the LuxMediterranean Experience was notified in time.

All refund claims must be submitted to LuxMediterranean Experience in writing within 30 days of the completion of the trip.

The Client is obligated to:

- have valid travel documentation;

- respect and abide by all customs and foreign exchange regulations of the destination country;
- advise LuxMediterranean Experience of any form of disability or impairment, which may be restrict the enjoyment of the Client's trip;
- provide the document which confirms payment of service (the voucher, bank receipt or excursion ticket received by mail, e-mail or in person) to the service provider;
- enquire whether or not he/she requires a visa for Croatia as well as neighboring countries if traveling through them is included in the itinerary;
- If the Client does not follow these regulations, he/she will be held responsible for any expenses or damages. By confirming a reservation, the Client is obligated to pay the service provider on the spot for any damage(s) he/she may have caused.

CLIENT'S INSURANCE

All LuxMediterranean Experience clients are insured for the event of personal injury that may occur during local transfers or while taking part in guided outdoor activities to the maximum amount of 10,000 euros. Insurance to higher amounts would significantly reflect the package/excursion price; therefore LuxMediterranean Experience recommends the clients to purchase travel and other additional insurance from a reliable insurance company in the country of residence. If the clients wishes to purchase additional insurance (injury, damage, lost property, travel insurance and similar) LuxMediterranean Experience strongly recommends each client to read the terms and conditions issued by insurance company carefully.

PERSONAL INFORMATION SECURITY

The Client provides personal information of his/her own free will. Personal information is required for processing requested services. The same information shall be used for intercommunication. LuxMediterranean Experience is under obligation that the personal information of the Client will not be taken out of the country or given to a third party except for the purpose of carrying out requested services. The exception of passing on personal information to third parties refers to cancellation insurance or insurance against accidents and illness, insurance of lost luggage and health insurance for the duration of the trip both locally and abroad. Should the Client request insurance, the personal information of the Client will be passed on to the insurance company. The personal information will be kept in a database in accordance with the management's decision on the method used for collecting, processing and securing personal information.

COURT JURISDICTION

Should a client not be satisfied with the manner in which his/her complaint was handled, he/she has the right to judicial arbitration. The Client and LuxMediterranean Experience will aim to settle possible law suits in the application of this Agreement and if an agreement cannot be reached the issue will become subject to the decision of the Zagreb Court jurisdiction, under the authority of the laws of the Republic of Croatia.