



Terms and Conditions

RESERVATIONS AND PAYMENT

All reservations/bookings should be made in writing, by e-mail or online booking or in person in Lux Mediterranean 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 Lux Mediterranean 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%

TEMPORARY CHANGES DUE TO THE COVID-19 PANDEMIC (SEASON 2020 & 2021)

In case you have already booked a tour with us and you cannot travel, feel free to use the "Credit for future" option. The credit for future allows you to transfer your reservation to another date in 2022 or to 2023 free of charge.

In the event that due to unforeseen circumstances and in the connection with the restrictions regarding COVID-19 (what may be proved) you cannot travel and you want to cancel the trip, we will refund your money in full - retaining only the fee for bank transactions.

When planning to come to Croatia, the Client must have a valid health certificate depending on the current COVID-19 regulations of Croatia and EU, about which he must be reliably informed. Feel free to reach us if you need any help getting the health certificate or if you need more information about travel restrictions in Croatia and EU.

CANCELLATION and CHANGES LUX MEDITERRANEAN 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 Lux Mediterranean Experience reserves the right to alternate program without prior notice. In a case of major changes or cancellations, Lux Mediterranean 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 Lux Mediterranean Experience;
- b) Client may accept a replacement package/excursion of equivalent or closely similar itinerary;
- c) Client may cancel her/his booking altogether and receive a full refund of the money paid.

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



www.luxmediterranean-experience.com
Lux Mediterranean Experience j.d.o.o
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REFUND CLAIMS

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

All refund claims must be submitted to Lux Mediterranean Experience in writing within 10 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 Lux Mediterranean Experience of any form of disability or impairment, which may restrict the enjoyment of the Client's trip;
- provide the document which confirms payment of service (received by e-mail or in person) to the service provider;
- enquire whether or not she/he 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, she/he 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) she/he may have caused.

CLIENT'S INSURANCE

All Lux Mediterranean 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 Lux Mediterranean Experience recommends the clients to purchase travel and other additional insurance from a reliable insurance company in the country of residence. If the clients wish to purchase additional insurance (injury, damage, lost property, travel insurance and similar) Lux Mediterranean 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 her/his own free will. Personal information is required for processing requested services. The same information shall be used for intercommunication.

Lux Mediterranean 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 her/his complaint was handled, she/he has the right to judicial arbitration. The Client and Lux Mediterranean 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.