

## **Terms and Conditions / Uvjeti i odredbe**

### **1. Introduction / Uvod**

These Terms and Conditions govern the use of the website and services provided by TRAVEL AGENCY, a travel agency offering travel arrangements and transfers within Croatia. By using our website and booking our services, you agree to be bound by these Terms and Conditions.

Ovi Uvjeti i odredbe uređuju korištenje web stranice i usluga koje pruža TRAVEL AGENCY, turistička agencija koja nudi putovanja i transfere unutar Hrvatske. Korištenjem naše web stranice i rezervacijom usluga pristajete na ove Uvjete i odredbe.

### **2. Services Provided / Pružene usluge**

TRAVEL AGENCY provides transportation services and organized tours within Croatia. The services include private transfers, group tours, and custom travel arrangements.

TRAVEL AGENCY pruža usluge prijevoza i organizirane izlete unutar Hrvatske. Usluge uključuju privatne transfere, grupne ture i prilagođene aranžmane za putovanja.

### **3. Booking and Payment / Rezervacije i plaćanje**

All bookings must be made via our website or via email. Payment can be made online or in cash to the driver.

Bookings are confirmed upon receipt of payment or written confirmation.

Sve rezervacije moraju biti napravljene putem naše web stranice ili putem e-pošte. Plaćanje je moguće online ili gotovinom vozaču.

Rezervacije su potvrđene po primitku uplate ili pisane potvrde.

### **4. Cancellations and Refunds / Otkazivanja i povrati**

Cancellations made more than 24 hours before the scheduled service are eligible for a full refund. No refunds will be issued for cancellations within 24 hours or no-shows.

Otkazivanja izvršena više od 24 sata prije zakazane usluge imaju pravo na puni povrat.

Povrat nije moguć za otkazivanja unutar 24 sata ili ako se klijent ne pojavi.

### **5. Client Responsibilities / Odgovornosti klijenta**

Clients must ensure they are ready at the designated pick-up point at least 10 minutes before the scheduled departure.

Delays longer than 15 minutes without prior notice may be considered as a no-show.

Klijenti moraju biti spremni na dogovorenoj lokaciji najmanje 10 minuta prije dogovorenog polaska.

Kašnjenja duža od 15 minuta bez prethodne obavijesti mogu se smatrati nepristupanjem usluzi.

## **6. Agency Responsibilities / Odgovornosti agencije**

We commit to providing reliable and professional service. In the event of delays or cancellations caused by the agency, clients will be notified and refunded if applicable.

Obvezujemo se pružiti pouzdanu i profesionalnu uslugu. U slučaju kašnjenja ili otkazivanja od strane agencije, klijenti će biti obaviješteni i dobiti povrat sredstava ako je primjenjivo.

## **7. Limitation of Liability / Ograničenje odgovornosti**

TRAVEL AGENCY is not liable for delays caused by traffic, weather conditions, or other unforeseen circumstances beyond our control.

TRAVEL AGENCY nije odgovorna za kašnjenja uzrokovana prometom, vremenskim uvjetima ili drugim nepredviđenim okolnostima izvan naše kontrole.

## **8. Privacy Protection / Zaštita privatnosti**

All personal data collected will be handled in accordance with GDPR and will only be used for the purpose of providing the requested services.

Svi prikupljeni osobni podaci obrađuju se u skladu s GDPR-om i koriste se isključivo u svrhu pružanja zatraženih usluga.

## **9. Governing Law and Jurisdiction / Mjerodavno pravo i nadležnost**

These Terms shall be governed by Croatian law. Any disputes shall be subject to the exclusive jurisdiction of the courts in Split, Croatia.

Ovi Uvjeti uređuju se hrvatskim zakonodavstvom. Svi sporovi podliježu isključivoj nadležnosti sudova u Splitu, Hrvatska.

## **10. Contact Information / Kontakt podaci**

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