



## GENERAL COMPANY INFORMATION

### BAJAM J.D.O.O., TRAVELA TRAVEL AGENCY

Head office: Bartula Kasica Isusovca 6

Kastel Stari

Tourist agency address: Obala kneza Domagoja 7, Split

**Registered with the Court Register:** Republic of Croatia, Commercial Court in Split,

**Register Number (MBS):** 060328511

Company Identification Number (**OIB**): 72426909127

[info@travelacroatia.com](mailto:info@travelacroatia.com)

<http://www.travelacroatia.com/>

phone : +385 21 282 099

#### 1. RESERVATIONS

Client may book daily tours in our tourist agency, in person, by telephone, e mail or other means of remote communication, or with other authorized agents.

#### 2. MEANS OF PAYMENT

- In cash or by credit card
- bank transfer from abroad
- online web shop/Pay Pal service

#### 3. PAYMENT

Full payment for tours and transfers purchased in agency, through authorized agents

For private tours/tailor made tours/boat rentals, Client pays 30% of total price within 7 days for confirming reservation. The due balance of 70%, Client is obliged to pay 30 days before taking the service of private tour/"tailor made" tour/boat rental.

Exchange rates may change due to rate fluctuation.

#### 4. CANCELLATION POLICY

Client has the right to cancel the tour. If client cancels reservation / service purchased within 24 hours before the start of the tour, he / she is not entitled to a refund of the money paid for the tour.



If client is late or does not show up on the departure day of the tour (which had previously paid entirely), and did not announce the arrival (within 24 hours before departure), he / she is not entitled to a refund paid for the tour.

#### **5. TOUR CANCELLATION OR CHANGE OF PROGRAMME BY Bajam j.d.o.o.**

Bajam j. d.o.o. reserves the right to change or cancel the route due to unfavorable weather conditions that could endanger passengers. Final decision is made by the captain / skipper/guide for benefit of all passengers.

#### **6. TRAVEL DOCUMENTS**

Client receives a voucher upon receipt of booking or after purchasing services online. Client is required to show received voucher in the printout or electronic form before using reserved service.

While buying at the office, client is obligated to take an invoice which serves as credible document for the tour.

#### **7. USE OF SERVICES**

Services contained in order mentioned on the voucher may be implemented as following:

- Voucher serves as confirmation and purchase ticket for selected tour, transfer or any of the products referred to the agency.
- Client gives a voucher to agency representative upon arrival at the place of boarding for the transfer, tour, or some of the products referred to the agency. Voucher can be used only one time.
- Re-issuing vouchers in case of any loss shall be carried out in accordance with Terms and Conditions on the guest's request. In that case, client contacts Bajam j.d.o.o. with a request for reissuing the voucher.

#### **8. PAYMENT INFORMATION**

Payments made through credit cards are executed by secured PayPal connections. PayPal accepts all Major Credit Cards.

Credit card numbers are not stored on our website and are not accessible to unauthorized persons.



## **9. CREDIT CARD PAYMENT SECURITY, CONVERSION STATEMENT AND PROTECTION OF INFORMATIONS**

Client can make a payment for online reservation with credit and / or debit cards: MasterCard ®, Maestro ®, Visa ®, Diners ®. Client's card is charged immediately by Bajam j.d.o.o. upon transaction.

Credit card charge is done in Croatian Kuna (HRK). The amount of the Croatian Kuna which will be charged through client's credit card gets the conversion of Euro in Croatian Kunas at the rate established for the price lists (middle exchange rate of Croatian National Bank). Credit card companies charge your card converted into your local currency in Croatian Kuna, using exchange rate valid in your country. Accordingly, there are possibilities of minimum deviation of prices in Euro highlighted on our website.

### **1. PRIVACY POLICY**

We collect only essential basic information about guests/end users that are required to fulfill our obligations; we inform clients of information collection and regularly give them a choice about their data, including the decision whether they wish to have their name used or removed from the lists used in marketing campaigns. All information provided will be kept strictly confidential and accessible only to employees who need those informations to perform their job. All our employees and business partners are responsible for respecting the policy rules.

### **1. COOKIES**

We're using cookies to recognize sites that are commonly used. This helps us analyze the data about website traffic and improve our website in order to customize it to client's needs. Also use these data for statistical purposes only and then the data is removed out of the system.

When you're visiting our website, our server automatically collects information about your computer's IP address, your browser type, domain names, access times, which we used for our internal statistical of analysis purposes.

## **2. RULES AND CONDITIONS OF WEBSITE USAGE**

Bajam j.d.o.o. is the owner of the computer reservation system in real time/online booking, through which to the users of that websites allows direct access to sales channels transfers, excursions and other services offering various tourism products/services.

Bajam j.d.o.o., Ulica Bartula Kašića Isusovca 6, Kastel Stari, OIB: 72426909127

Društvo upisano u glavnu Knjigu knjigu sudskog registra trgovačkog Suda u Splitu pod matičnim brojem subjekta 060328511  
Račun IBAN HR4824070001100519091 vodi se kod Otp banke, Domovinskog rata 61, Split



### 3. INFORMATION AUTHENTICITY AND ACCURACY

Bajam j.d.o.o. is obliged to take all measures to accurate correct and quality informations to its clients. All the information, data and images related to a particular service / products, we collect from service providers and assumes no responsibility for errors and / or omissions in this or any other part of the website.

### 4. ACCEPTANCE OF TERMS AND CONDITIONS,

By confirming the reservation, client confirms that he had read, understood and accepted Terms and Conditions of Bajam j.d.o.o.

### 5. COMPLAINT

Client has a right to complain to the unfulfilled contractual services. He is required to file a written complaint to the Agency, and maximum up to seven days of the tour. Complaints filed after the expiration of seven days will not be taken into consideration. The agency will make a written decision on the complaint within 14 days of receipt and the manner in which the complaint was received (e-mail, mail or hand delivery to which will be answered by written mail with return receipt). If case of Agency failure to meet the programme or part of the service, client is entitled to compensation in the amount of the actual value of the unused services and can not include services already provided, or the total amount of services/ products.

### 6. NOTICE ON FILING CLIENT'S COMPLAINTS

Pursuant to Article 10 Paragraph 3 of the Law on Consumer Protection (Narodne novine Official Gazette No. 41/14, 110/15, 14/19), we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

**Bajam j.d.o.o., Bartula Kasica Isusovca 6, Kastel Stari**

**Travela travel agency, Obala kneza Domagoja 7**

HR 21000 Split

or e-mail: [info@travelacroatia.com](mailto:info@travelacroatia.com)

You will receive a response to your complaint in writing within 15 days of receipt of the complaint. Required information: name and surname of the person filing the complaint, the exact address for submission of responses.



## **7. Bajam j. d.o.o. OBLIGATIONS**

We take care about providing services and the selection of service providers in accordance with the best business practices, and to take care of the client's rights and interests in compliance with the best tourism practices. Bajam j.d.o.o. shall fulfill all the obligations stated in its programs fully and as described, except in the event of Force Majeure or changed circumstances. In such cases, Bajam j.d.o.o. shall offer a substitute solution if possible. We are not obliged to provide services beyond these Terms and Conditions.

## **8. CLIENTS OBLIGATIONS**

Client undertakes to personally meet the conditions anticipated by the Republic of Croatia's regulations and the country through which or to which they travel, and to observe the house rules in hotel and other facilities, to cooperate with the representative of the organizer and with service providers. Client is personally responsible for any damages caused, particularly for the damages that are the result of failure to observe the contract and these Terms and Conditions. Client shall cover the incurred damages immediately at the hotel reception desk and at another place stipulated by the physical or legal entity who suffered the damages.

## **9. FINAL PROVISIONS**

These Terms and Conditions are an integral part of the Contract that the client enters into with Bajam j.d.o.o., i.e. an authorized tourist agency where they booked tour. Possible/anticipated deviations from these Terms and Conditions must be stated with the text of the tour program, if dealing with tour operators – international travel organizers. By signing the contract, the client fully accepts the program and these Terms and Conditions. The issue of these Terms and Conditions makes all previous versions null and void.