



GENERAL TERMS OF ACCOMMODATION SERVICES

1. OFFER CONTENT (DESCRIPTION AND CATEGORIZATION)

Accommodation units from ADRIATIC GLOBAL program offer, published on www.adriaticGlobal.net web page, are described according to the official categorization of authorized tourist institution in the moment of issuing the working licence, and after checking the actual conditions of the accommodation unit, carried out by ADRIATIC GLOBAL agency representative.

ADRIATIC GLOBAL gives guaranties for the authenticity of pictures and information from its own offer, as well as for the conditions under which certain service is offered.

The standards of accommodation, meals, services etc. in certain places and countries are variable and are not commensurable. The information which traveller receives at other selling spots will not oblige ADRIATIC GLOBAL agency more than information published on our Internet pages.

ADRIATIC GLOBAL oblige to provide to the guest every chosen service from its own program according to data and terms published on official Internet pages and in line with description and the time period of confirmed reservation, except in case of illness or death of service provider or his closest family, natural disaster or exceptional circumstances (war, strike, terrorism, riots, sanitary disorder, government intervention etc.)

2. REQUESTS AND RESERVATIONS

The applications for service from ADRIATIC GLOBAL offer reservations are to be submitted in electronic form, on the template available at www.adriaticglobal.net, in the ADRIATIC GLOBAL agency office or in ADRIATIC GLOBAL authorized representatives' offices.

During the application guest has to confirm that he is familiar with current "General terms" of provision of services and also that he accepts them. That way, everything written in "general terms" becomes obligatory for the guest as well as for the ADRIATIC GLOBAL agency.

While applying, guest is obliged to fill in the form with all required information, i.e. during application in our office or our representatives' office to show all required documents necessary to carry out prescribed procedure. ADRIATIC GLOBAL does not take the responsibility for authenticity of information provided by guest during application.

3. PAYMENTS

In order to confirm the reservation guest is obliged to pay in advance certain amount of money designated according to given percentage of overall price of the service. The rest has to be paid 21 day before start of the service, at the latest.

By payment of the reservation guest confirms that he is fully aware of all characteristics and terms under which certain accommodation unit or service is offered.

If the guest wants to make a reservation of certain services from ADRIATIC GLOBAL offer within 30 days from the day he sent an application, he is required to pay the overall price on a one time basis.

4. TOURIST TAX

(private accommodation, hotels, villas, motels, rural tourism, cruising, camps,)

Tourist tax is prescribed by Law on tourist tax of Republic of Croatia, and price is 7,00KN (€ 1,00) for adults daily. Young people from age 12 to 18 have 50% discount, while children less than twelve years old do not pay the tourist tax. The final price depends on destination as well as on date of stay. The price of tourist tax is included in overall price and is paid for together with the accommodation payment. It will be represented on the reservation invoice separately. In other countries where it is prescribed by the law that tourist tax is paid on the spot, the price of tax will not be represented in the invoice, and the guest is obliged to make payment upon arrival.

5. THE SERVICES COSTS

The costs of the accommodation include basic services as it is described against every single accommodation unit.

Additional accommodation services are those that are possible but not included in cost of basic service, and are charged additionally. Additional services should be specifically asked for during reservation and are upgraded on basic service cost. They are also separately displayed in final estimation.

Optional services are those provided by ADRIATIC GLOBAL agency that are not connected with accommodation units.

The costs of all services from ADRIATIC GLOBAL program offer are declared in EUR. ADRIATIC GLOBAL keeps the right of costs modification due to exchange rate alternation. If the exchange rate alternation has befall before confirmation of reservation (advance payment) ADRIATIC GLOBAL will inform the guest about cost modification. In case of already confirmed reservations ADRIATIC GLOBAL guaranties fixed costs. Concerning the up to three nights stay, declared accommodation unit costs are increased for 0-30%

In case when guest, who is staying in certain accommodation unit shorter than three nights, is interested in extending the staying in the same unit, and if the unit is available, he is obliged to make additional payment before continuation of service. In such case guest is entitled to special discounts and it is in his best interest to contact ADRIATIC GLOBAL agency.

If there are more kinds of discounts for certain service, the one most beneficial to guest will apply.

6. TRAVEL INSURANCE

ADRIATIC GLOBAL offers the possibility of accepting the travel insurance which contains:

- Health insurance of travellers during their stay in Croatia
- Accident insurance
- Insurance from travel cancelling
- Baggage insurance

If the guest accepts the travel insurance he is obliged to indicate it during reservation. He will be introduced to costs of insurance company services and ADRIATIC GLOBAL agency procurement fees. In case when guest does not want travel insurance he is required to specify so and also to confirm that insurance was offered to him.

7. ADRIATIC GLOBAL AGENCY RIGHT TO CHANGES AND TERMINATION

ADRIATIC GLOBAL keeps the right to change or terminate the reserved service in case of circumstances that can not be predicted, avoided or eliminated. (Point 1)

The change of reserved accommodation is possible only if guest agrees and the accommodation is of the same or higher category and quality, and by the price confirmed during reservation. If alternative accommodation is possible only in object of higher category and by the price up to 10% higher than original one, ADRIATIC GLOBAL keeps the right of charging the rest upon consultation with guest.

In case that ADRIATIC GLOBAL agency can not offer the alternative, and the guest is not compliant with price increasing more than 10%, ADRIATIC GLOBAL keeps the right to cancel the reservation with prior notice to the guest at least seven days before the start of service, in which case the agency guaranties full refund.

8. GUEST RIGHT TO CHANGES AND TERMINATION

If the guest wishes to change or terminate the reservation after the advance payment he has to do it in written form (e-mail, regular mail, and fax). The change will be considered every alternation in number of person, the date of the beginning and/or ending the service, which has to be done at least 30 days prior to start of service. Every change made within 30 days or upon start of reservation will be considered as termination of reservation. The first change will be free, if possible. Next changes will be charged 15 € per change.

In case that reservation change is not possible, and the guest cancel the confirmed reservation due to that reason, the conditions mentioned below will apply.

The calculation of the expenses due to termination will be made on the basis of the date when written termination notice is received, and will include:

- For termination up to 22 days before the reserved service started ADRIATIC GLOBAL charges 30% of overall cost of the service.
- For termination from 21 to 15 days before reserved service started ADRIATIC GLOBAL charges 45% of overall cost of the service. The rest will be returned to guest at his own expense.
- For termination from 14 to 8 days before reserved service started ADRIATIC GLOBAL charges 60% of overall cost of the service. The rest will be returned to guest at his own expense.
- For termination from 7 to 2 days before reserved service started ADRIATIC GLOBAL charges 75% of overall cost of the service. The rest will be returned to guest at his own expense.
- For termination one day before reserved service started or on the same day, or if the guest does not use the reservation ADRIATIC GLOBAL charges 100% of overall cost of the service.

If the reservation is cancelled due to force majeure, ADRIATIC GLOBAL agency keeps the discretion right to calculate the termination expenses according to presented evidence.

9. ADRIATIC GLOBAL AGENCY OBLIGATIONS

Obligations of ADRIATIC GLOBAL agency are taking care about the choice of service provider as well as managing the services in line with good economic practice and protection of rights and interests of guest according to good tourist practice. ADRIATIC GLOBAL carries out all obligations completely and as it is described, except in case of exceptional circumstances (point 1)

10. GUEST OBLIGATIONS

Guest is obliged to:

- Have valid travel documents,
- Respect customs and currency regulations of the Republic of Croatia as well as of the states he is visiting
- Behave according to house rules of accommodation objects and cooperate with service providers in good faith
- Arrive to accommodation unit after 14.00 hours and leave at 10.00 at latest.
- Inform the service provider or agency about eventual delay. In such case we urge you to send information from 08 till 20h.
- Upon arrival give the payment receipt to a service provider (reference/voucher received by mail or e-mail after payment of reservation/service/s)
- It is a guest obligation to ascertain whether visa is required for a certain state

All possible expenses occurred as result of non-compliance with aforesaid obligations guest defrays to the agency and is responsible for the claim done.

11. BAGAGE

ADRIATIC GLOBAL is not responsible for the baggage lost, ruined, damaged or stolen during the travel or accommodation (travel insurance which includes baggage insurance is recommended, or to rent a safe in case of positions of greater value, if there is such a possibility). Lost or stolen baggage is to be reported to the service provider and authorized police station.

12. GUEST EVALUATION AND COMMENTS ON SERVICES PROVIDED

With aim of the service enhancement and communication improvement between the guest and ADRIATIC GLOBAL agency, ADRIATIC GLOBAL has inducted special questionnaire for impressions which can be fill in after service has ended. There are questions in it regarding quality of service provided by ADRIATIC GLOBAL agency and service provider. Guest has agreed and has entitled ADRIATIC GLOBAL agency to publish questionnaires on an official Internet site, along with object presentation, no matter the content. That way guests can have more realistic insight of services or accommodation units.

13. DEALING WITH RECLAMATIONS

Every guest-voucher bearer has the right of reclamation due to unperformed service. If the bought services are completely or partially unperformed, guest can ask for compensation by written complaint. Every guest-voucher bearer submits the complaint separately.

Reclamation procedure:

If the guest is unsatisfied with the product or service from ADRIATIC GLOBAL program offer, guest is obliged to inform ADRIATIC GLOBAL agency and indicate the reason of dissatisfaction on the telephone number (+385) 20 436 610.

ADRIATIC GLOBAL will try to found out the reasons of dissatisfaction verbally. If the solution can not be found that way ADRIATIC GLOBAL obliges to send the representative on the place of reclamation in shortest notice.

Complainant is obliged to wait for representative of ADRIATIC GLOBAL agency on the certain place in agreed time. In case that it is not possible to contact ADRIATIC GLOBAL agency, guest is obliged to make reclamation to service provider.

To all parties involved in reclamation is strictly forbidden to remove or the causes of dissatisfaction or make changes with aim of palliation.

The guest and service provider are obliged to cooperate with ADRIATIC GLOBAL agency representative in good faith in order to remove the causes of reclamation.

Upon arrival on the spot ADRIATIC GLOBAL agency representative will check all the entries of the reclamation by inspection of de facto situation. If the problems can not be solved agreeably, determined situation will be described by ADRIATIC GLOBAL representative in "Minute about reclamation check" (mentioned as "Minute" further on)

«The Minute» will contain photographs of determined situation.

As a sign of acceptance «The Minute» will be signed by ADRIATIC GLOBAL agency representative and service provider.

In case that determined situation matches the complaints, reclamation is considered justified.

If justified causes of dissatisfaction can not be removed, ADRIATIC GLOBAL is obliged to offer appropriate alternative to the guest. ADRIATIC GLOBAL must not offer the service of less value than claimed service as alternative.

If the guest on the spot of complaint refuses to accept the offered solution ADRIATIC GLOBAL agency is not obliged to accept later complaint, respectively, if there is appropriate alternative guest is obliged to accept it.

If the causes of complaint are justified, the solution of reclamation will be considered if the causes are removed. If the acceptable solution can not be found the guest keeps the right to cancel the reservation without the calculation of cancellation costs only after "The Minute" is written.

If the complaint is unjustified and the guest goes from the place of service he loses the right of afterwards complaint and refund.

In case if justified reasons of dissatisfaction are not removed, 14 days upon coming back from vacation at latest the guest is obliged to send additional complaint by mail to ADRIATIC GLOBAL d.o.o – Svetog Križa 3, 20 000 Dubrovnik, Croatia.

ADRIATIC GLOBAL is obliged to issue written decision on additional complaint in 14 days after receiving the complaint. The decision can be delayed for additional 14 days at most only in case when more information is needed and additional checks are required. ADRIATIC GLOBAL is obliged to inform the guest in writing about the time extension.

ADRIATIC GLOBAL is dealing only with complaints whose cause could not be removed in the place of service.

The guest will give up the agent, arbitrage of Croatian Travel Agency Association, the court as well as giving information to the means of public informing until agency make a decision.

ADRIATIC GLOBAL can determine that additional complaint is justified or not depending on the circumstances and facts from "The Minute" as well as on the basis of proofs (photographs, video)

If the complaint is found unjustified all eventual costs caused by reclamation will be billed to the guest.

The highest fee can be equal to the part of services, on which reclamation is made at most, can not include services already used or the overall cost. With this the guest right to return of ideal claim is excluded.

ADRIATIC GLOBAL is not responsible for the contents that are not included in reservation (the object state nearby, noise, street constructions...), for weather conditions, the purity and temperature of the sea or every other similar situation or events which can cause dissatisfaction.

14. THE COURT JURISDICTION

If the guest is not satisfied with the decision of additional complaint he may complaint to arbitrage of CTAA or the Court. In case of law suit the commercial court in Dubrovnik has jurisdiction. The law of the Republic of Croatia applies.

Dubrovnik, 17.05 2007

adriaticGlobal d.o.o.
Svetog Križa 3, 20000 Dubrovnik, Hrvatska
MB : 2145901
ID : HR-AB-20-090018815