GENERAL TERMS AND CONDITIONS

1. GENERAL

The travel agency Adriatoptours (the agency), Put starog sela 19, 21310 Stanici-Omis, Emilija Bietry HR-AB-21-17010501468, OIB 75385838356, arranges accommodation in accordance with the information displayed on the website www.adriatoptours. com (website). By using the website you comply with the general terms and conditions as follows.

2. RESERVATION AND PAYMENT

The reservation is made electronically or by mail. By making a reservation, the traveler signs that he agrees to the General Terms and Conditions for the Offering of Accommodation Services and that he has read them carefully and understood them. Everything stated in the conditions is legally binding, for the traveler and for the agency. When registering, the traveler is obliged to provide the requested data for all fellow travelers. The agency assumes no liability for the accuracy of the data provided by the traveler when registering the reservation. In the event of incorrect data, the agency reserves the right to change the prices and collect the price difference on site. For the reservation it is necessary to pay a deposit. The costs for transferring the deposit must be paid by the traveler. The traveler pays the remaining amount at the local travel agency or directly to the homeowner on the day of arrival.

3.ADDITIONAL COSTS

The landlord may require a deposit from the customer before using the accommodation service, i.e. handing over the keys. The deposit is the amount by which the landlord is insured against damage caused by the customer's improper use of the residential unit. It will be returned to the customer after the end of the use of the service if it is determined that the inventory in the facility has not been damaged. If so, the landlord reserves the right to keep the deposit for damage caused to the inventory of the residential unit. The agency is not responsible for resolving the dispute and assumes no responsibility for possible disputes over the deposit between the landlord and the customer.

4 SERVICE AND PRICE CHANGES

The service price includes the basic service as described for the specific accommodation unit from the booking. Special services are those that are not included in the accommodation price (indicated in the description of the accommodation by the expression "by agreement" or additional services that can be realized on the basis of a prior order) and which are therefore paid for separately by the traveler. These services should be requested when booking. The service prices are stated in EUR. The agency reserves the right to change the published prices. Furthermore, the agency guarantees the traveler who has already made the deposit for a particular booking the accommodation price stated in the calculation on the basis of which the deposit was made. If the price change occurs before the deposit is paid, the agency undertakes to inform the travelers of the price change. All prices offered in our programs are based on the contracts with our partners and do not have to correspond to the prices published locally in the property where the traveler will be accommodated, so any difference between the prices is not a reason for this can be a complaint.

5. CATEGORIZATION AND DESCRIPTION OF SERVICES

The accommodation units offered are described according to the official categorization of the local tourist organization at the time of issuing the work permit. The standards of accommodation, food, service, etc. vary from place to place and country and cannot be compared. Information obtained by the traveler at other points of sale does not oblige the Agency to take any greater action than the information provided on our websites, in our catalog or in other printed media of the Agency. The Agency has personally inspected each accommodation unit and guarantees that the descriptions are made in good faith and correspond to the facts at the time of inspecting the facility and publishing its description on the website. However, deviations are possible if the accommodation owner later changes his offer without informing the travel agency. Although the main changes usually relate to improving the quality of service, the travel agency assumes no responsibility for any oral or written information that does not correspond to the description of the services and facilities on the website and has been obtained from third parties. The unit cannot accommodate more people than stated in the unit description. The customer is obliged to comply with this provision and is liable for any damage that would result from non-compliance with this provision. The accommodation can only be used by guests who have registered their stay. Changes should be announced in good time and approved in writing by the travel agency. Children are also included in the total number of people when determining the maximum capacity of a housing unit. Pets are only permitted with the prior express consent of the travel agency and the landlord and must be listed on a confirmation issued by the travel agency. Pets must be supervised at all times and their owners undertake to ensure that they behave in good faith and do not damage or soil the bed and other furniture. Travel insurance is not included in the price of the service.

6. RIGHT OF THE COMPANY Adriatoptours TO CHANGES AND CANCELLATIONS

The Agency undertakes to ensure the traveler accommodation in the reserved property and the reserved date, except in the event of force majeure (war, riots, strikes, terrorist activities, pandemic, sanitary disturbances, natural events, intervention of the competent authorities, etc.). Agency may offer a change to the reserved accommodation or partially or completely cancel the reservation if exceptional circumstances occur during or before the booked holiday period, which cannot be prevented or canceled. If the Agency has the opportunity to offer the Traveler an alternative, a change in accommodation can only be carried out with the Traveler's consent. The alternative offered must be of equal or higher quality than the accommodation reserved. Any price differences between the reserved accommodation and the accepted alternative will be borne by the guest if the alternative is approved. If the alternative is cheaper, Adriatoptours will refund the guest's money. The agency has the obligation to inform all travelers who have confirmed their arrival by making a deposit immediately after changes to the reservation or cancellations occur, immediately after the state of emergency occurs, or to the traveler if no alternative can be found was able to return the unrealized amount, deducting the agency's administrative costs.

7. CANCELLATIONS / BOOKING CHANGES

If the traveler has to cancel a reserved accommodation within 48 hours of receipt of the booking, no costs will be charged. Cancellations or booking changes must be made in writing by email. Changes include changes to the number of people or the start and end dates of service use. 50 euros are due for each change. If a change to the reservation is not possible, or if the traveler cancels the reservation under these circumstances, then the condition mentioned below will apply in the event of cancellation of a reservation. In the event of cancellation of the confirmed reservation of hotel rooms and apartments up to 41 days before arrival, the costs will be charged in the amount of the

deposit and a processing fee of 50 euros. The date of receipt of the written cancellation is the starting point for calculating the cancellation costs, as follows:
1. For cancellations from 40 to 30 days before arrival, Adriatoptours charges 30% of the total amount.
2. For cancellations from 29 to 21 days before arrival, Adriatoptours will charge 40% of the total amount.
3. For cancellations from 20 to 14 days before arrival, Adriatoptours will charge 60% of the total amount.
4. For cancellations from 13 to 7 days before arrival, Adriatoptours will charge 90% of the total amount.
5. For cancellations from 6 days up to the day of arrival, Adriatoptours will charge 95% of the total amount
6. If the traveler does not show up at the destination or if the service is canceled after it has already been used, Adriatoptours will charge the entire total amount.
If for any reason the traveler needs to cancel the reservation within 7 days before the start of the service, the agency will offer the traveler the opportunity to find a new user/traveler for the same reservation if possible (depending on the end provider of the service). In this case, the agency will only add the actual costs incurred for the exchange carried out. The new user of the reservation simultaneously assumes all obligations arising from the General Conditions. If the traveler does not arrive at the reserved property by midnight of the day on which the use of the service begins and does not report to the agency or the service provider, the reservation will be considered canceled and the cancellation costs will be charged as mentioned above. If the actual costs incurred for the cancellation exceed the costs mentioned above, the agency reserves the right to offset the costs actually incurred. The Agency will not reimburse the Traveler for the costs of bringing in the travel documents or visas associated with the reservation that is canceled by the Traveler.

8. Arrival and departure

Arrival (check-in) is possible from 2:00 p.m. to 8:00 p.m. (unless otherwise stated on the voucher) and ends no later than 10:00 a.m. (check-out) on the last day of the booking. Arrivals after 8pm must be notified in advance. Upon arrival, the customer is obliged to come to the Adriatoptours Stanici travel agency. Our staff will explain all the details to you and point you to the accommodation you have booked. Upon arrival at the accommodation unit, the customer checks its condition and confirms compliance with the description. The accommodation unit must be delivered in a neat and clean condition and the customer undertakes to treat the accommodation unit and all its facilities in good faith. When leaving, the residential unit must be returned in a tidy and clean condition. If the customer does not do this, the landlord reserves the right to charge additional costs for cleaning the unit. In the event that the customer or his guests have damaged the accommodation unit or the facilities and furniture in any way, the customer must compensate the landlord for the damage. The customer has no right to enter the accommodation unit before the permitted date on the day of arrival or to stay after the permitted date on the day of departure. If you arrive before 3 p.m. or depart after 9 a.m., most landlords allow luggage storage in one of the rooms, but this is not the rule and does not constitute an obligation of the landlord or travel agent. Passports or ID cards must be presented upon arrival as all guests' stay must be registered. Before arrival, the customer is obliged to inform the travel agency of any delays or non-arrivals during working hours, otherwise the landlord may refuse entry to the accommodation unit. If the Customer does not inform the Agency of his no-show or late arrival no later than 8 p.m., the Travel Agency will consider that the Customer has canceled the booking and the Customer will lose the right to refund / payment and use of the services of the booked accommodation unit, which in this case other customers can be made available. Late arrivals after 8 p.m. will incur an additional charge of 20 euros. If the customer wishes to extend his stay outside the booking period, he must first inform the travel agency, which will then

check the availability of the accommodation unit for the requested period. In the event of its availability, the Agency will provide the Client with written authorization and the Client undertakes to bear any additional costs resulting from the extension of the booking. In the event of early departure, the customer loses any right to a refund.

9. DUTIES AND RESPONSIBILITIES

The agency is obliged to take care of the services provided, hosts and the interests and rights of customers in accordance with customs and practices recognized in tourism. The Agency will fulfill all specified obligations in full and as described above, except in circumstances caused by conditions beyond its control (Article 1), when Article 7 is applied. The Agency is not liable for malfunctions of facilities, for interruptions in electricity or water supplies, as well as for damage caused by damage, interruptions in the provision of services or noise as a result of work or repairs in another part of the same or a neighboring facility. The agency is not responsible for any personal injury, loss or damage to personal belongings of the customer residing in the unit or its surroundings. The customer undertakes: - take care to personally respect the conditions of the regulations of the Republic of Croatia and the country / countries through which he travels, - to comply with the house rules in the building, - in case of damage caused by his own fault, to compensate the landlord on site for all damage caused. In this case, the travel agency assumes no responsibility for the damage. Make sure that your actions do not disturb the peace and quiet of the building. Otherwise, the landlord has the right to cancel the customer's stay without compensating him for it. Pay attention to the number of people in the booking, as the landlord can refuse accommodation to unannounced people or has the right to charge a surcharge for this.

10. COMPLAINTS

The agency always does everything in its power to provide the best possible service. However, in the event of a complaint, the following guidelines must be followed: - the customer is obliged to inspect the accommodation unit immediately upon arrival, - the customer is obliged to inform the travel agency immediately of any irregularities or defects. The agency will begin to remedy the above-mentioned deficiencies as soon as possible. The agency and the rental company are not responsible in cases where the customer judges the inadequacy of the service/equipment subjectively and the defects are not objective. If the services provided by the travel agency are incomplete or of poor quality, the customer may submit a written complaint. The customer is obliged to report complaints and objections in person at the branch on the day of arrival (Adriatoptours, Put starog sela 19, 21310 Stanici) or by email to info@adriatoptours.com to register. If the customer does not file a complaint on site, he loses the right to a refund and further legal action against the travel agency. The Customer is obliged to cooperate in good faith with the Agency and the Owner to eliminate the cause of dissatisfaction, as it is in the Customer's interest to attempt to resolve his complaint immediately at the destination, and the Customer and the Agency will always try to resolve disputes amicably. If the customer is not satisfied with the accommodation and leaves the travel agency on his own initiative without reporting this, he will lose the right to a refund and a claim against the travel agency will be considered unjustified. If the customer files a complaint with the travel agency after terminating the use of the services, it will not be taken into account. If the complaint is justified and the service provided is truly unsatisfactory, the travel agency will offer the customer alternative accommodation, which must be equal to or higher than the standard of the booked accommodation unit. The highest compensation amount per complaint can reach up to the amount of the part of the service complained about and cannot affect the services already used or the entire service amount. As a result, the right to reimbursement of non-material damage is excluded. The Agency is not

responsible for any climatic conditions, the cleanliness and temperature of the sea in the locations, as well as for any other similar situations and events that could cause the dissatisfaction of travelers and are not directly linked to the accommodation units booked (e.g. bad weather , unkempt beaches, public beaches being too far from the accommodation units, theft or damage to property, etc.).

11. Jurisdiction

The Traveler and the Agency will try to resolve any conflicts that may arise regarding the application of this Agreement by mutual agreement. However, if this is not possible, then they submit to the decision of the authorized court in Split, Croatia. The relevant law is Croatian law.

A NOTICE: By paying the advance or the total amount, the customer accepts the general terms and conditions in full.