

1. Subject of the Contract The subject of this contract is the regulation of mutual relations between the travel organizer – Travel agency Ružmarin d.o.o., VAT ID: HR02386441054, Put Skalica 5, 21310 Omiš (hereinafter referred to as RUŽMARIN) and the PASSENGER or the travel contract principal in case the travel contract principal enters into this contract for the benefit of a third party as a passenger (hereinafter referred to as the PASSENGER). This travel contract also contains General Terms and Instructions for Tourist Arrangements, or refers to the travel program that contains all necessary information. The contract is considered binding after it has been signed by an employee of the agency (employee of the RUŽMARIN agency or any other authorized to sell Ružmarin arrangements) and the PASSENGER and after the PASSENGER fully pays the price of the tourist arrangement or part of the price and clearly secures the payment of the remaining amount by the agreed date. If the passenger is unable to personally sign the contract, the contract produces legal effects only when RUŽMARIN receives the entire agreed amount of the arrangement price or, if expressly agreed, part of the agreed price and documentation ensuring the payment of the remaining part of the price by the agreed date. The passenger can apply for the trip at all RUŽMARIN branches and other authorized agencies in person, by phone, internet, or by any other means of remote communication. When concluding the contract, the passenger is obliged to provide personal information and timely submit all documentation necessary for the organization of the trip. The PASSENGER guarantees that they have provided RUŽMARIN with correct and valid data necessary for the smooth realization of the trip and accepts all legal obligations arising from this contract and positive legal regulations.

2. Reservations and Payment Upon registration, for reservation confirmation, the passenger pays 30% of the arrangement price (unless otherwise stated in the program). The rest of the total arrangement price is paid no later than 21 days before the start of the journey or documentation is provided to ensure the undisputed payment of the total arrangement price. If the passenger fails to fulfill their obligation no later than 21 days before departure, it will be considered that they have withdrawn from the reservation without the possibility of refunding the paid deposit. For all reservations, including "on request" reservations (when there are no available spaces for a particular arrangement at the time of passenger registration for a certain journey, but RUŽMARIN can provide them additionally), RUŽMARIN charges a reservation fee of HRK 75 (per contract), and in case there are fewer than 21 days until departure for such a "on request" reservation, the corresponding part of the arrangement price is paid according to the conditions from Article 8 of this contract. RUŽMARIN undertakes to process the requested "on request" reservation within 2 working days (Saturday is not considered a working day) and inform the passenger in writing or orally about the outcome. If RUŽMARIN does not inform the passenger about the outcome within the specified period or is unable to secure the reservation for the requested arrangement, the complete amount will be refunded to the passenger. If the passenger does not accept the requested reservation confirmed by RUŽMARIN, the payment costs will not be refunded, including the reservation fee. For the confirmation of reservations through the "Fortuna system" or through "Last minute" offers, the PASSENGER is obliged to immediately pay the full amount of the arrangement or ensure the undisputed payment of the full amount of the arrangement.

3. Prices The travel prices are published in the travel program and are valid from the day of program publication. The package arrangement prices do not include reservation fee charges, which are additionally charged in the amount of HRK 75 (per contract) during reservation. The prices listed in RUŽMARIN programs are based on agreements with our partners and may not correspond to the prices published at the destination where the passenger stays, and any price difference cannot be the subject of complaint. The travel organizer may anticipate that the passenger will pay for certain services to be used abroad in the currency of the country where they are located. For services paid on the spot, the passenger submits any objections directly to the service provider. RUŽMARIN may, no later than 21 days before the start of the journey, request an increase in the agreed price if there has been a change in exchange rates or an increase in the price of services that make up the package arrangement, especially an increase in transportation costs, including fuel costs, or an increase in fees (in airports and elsewhere), an increase in accommodation prices affecting the travel price. In that case, the arrangement price will increase proportionally to the increase in the price calculation elements on the basis of which the price was formed. The passenger undertakes to accept the increase in the agreed price up to 10%. If there is an increase in the agreed price by more than 10%, the passenger has the right to withdraw from the arrangement, provided that they notify **RUŽMARIN** within 2 working days of receiving the notification. In case of cancellation of the arrangement, the passenger is not entitled to compensation. If the passenger does not notify **RUŽMARIN** of their cancellation in writing and within the specified period, it is considered that they agree to the change in price.

4. Categorization and Description of Services The offered hotels, apartments, or other facilities in **RUŽMARIN**'s programs are described according to the official categorization of the respective country at the time of issuing the program. We point out that local categorization varies significantly in some countries. Accommodation, meals, comfort, and other services are supervised by local and state tourist authorities, and the standards of accommodation and services vary and are not comparable. **RUŽMARIN** does not assume responsibility for any oral or written information that is not in line with the description of services and facilities in **RUŽMARIN**'s programs valid for the specified trip, provided by either **RUŽMARIN**'s employees or any third party. The allocation of accommodation in rooms or apartments is determined by the reception at the place of stay. If the passenger has not explicitly contracted a room/apartment with specific characteristics, they will accept any officially registered room/apartment for rent in the respective facility or destination described in the travel program. Accommodation is not possible before 4:00 p.m. on the day the service starts, and it must be vacated by 10:00 a.m. on the day the service ends, unless otherwise stated in the travel program. For later individual arrivals at accommodation facilities (after 8:00 p.m.), it is necessary to inform **RUŽMARIN** at least one day before departure if such a late arrival is not provided for in the travel program.

5. Travel Documents, Compliance with Regulations A passenger registering for travel abroad must have valid travel documents. When registering or until the deadline specified in the program, the passenger is obliged to provide **RUŽMARIN** with all necessary information and documents for obtaining a visa for the country they are traveling to. **RUŽMARIN** does not

guarantee the issuance of a visa. If the passenger fails to fulfill the obligations mentioned above or if their visa application is rejected, it will be considered that the passenger has canceled the trip. The passenger is obliged to comply with customs, foreign exchange, and other regulations. If the passenger cannot continue the journey due to non-compliance with regulations, they bear all costs and consequences arising from it. If the passenger loses their travel documents or they are stolen during the journey, they must at their own expense obtain new ones. The passenger is obliged to ensure that they personally, their documents, and luggage meet the requirements stipulated by visa, border, customs, health, and other regulations, both of the Republic of Croatia and the country they are traveling to, adhere to the house rules in catering and hotel facilities, and cooperate with the organizer's travel representative and service providers in good faith. In case of non-compliance with these obligations, the passenger is liable for any damage caused, and RUŽMARIN disclaims any responsibility for such damage. In this case, the passenger settles the amount of damage with the owner of the facility (hotel, apartment, etc.) at the reception. When signing the contract, RUŽMARIN's employee will inform the passenger about the sources of information about the country they are traveling to, including the opinion of the Ministry of Foreign Affairs of the Republic of Croatia. We recommend that every passenger also personally inform themselves on the website www.mvep.hr and check the list of countries at high or moderate risk according to the opinion of the Ministry of Foreign Affairs of the Republic of Croatia. We recommend to all passengers who are not Croatian nationals and do not have Croatian travel documents to personally inquire about the country they are traveling to and the conditions required for traveling to that country before booking the arrangement, taking into account the different regulations that apply to nationals of individual countries. RUŽMARIN may direct the passenger to a source of information, but in no way assumes responsibility for the consequences that may arise for the passenger due to non-compliance with those regulations. Invalid travel documents, or the non-approval of a visa resulting in the cancellation of the trip, in no way obliges RUŽMARIN, and cancellation conditions apply. RUŽMARIN disclaims any responsibility for damage that may arise from non-compliance with the regulations of individual countries or from invalid travel documents.

6. Travel Insurance In accordance with the Law on the Provision of Tourism Services, agency employees are obliged to offer the passenger a "package" of travel insurance consisting of: voluntary health insurance during stay abroad, accident insurance, luggage insurance, and trip cancellation insurance. By signing the contract, the passenger confirms that the package of travel insurance has been offered to them. If the passenger requests the aforementioned insurances, they can be directly contracted with one of the insurers or with RUŽMARIN, whereby RUŽMARIN only acts as an intermediary. By signing this contract, it is considered that passengers have been offered and recommended insurances mentioned in the previous paragraph.

7. Trip Cancellation Risk Insurance If a passenger, when registering for a trip, anticipates that they might have to cancel the trip due to certain situations, we recommend purchasing trip cancellation insurance. Trip cancellation insurance cannot be purchased later, only when registering for the trip. Trip cancellation insurance is valid only in the following cases, with mandatory written confirmation: military call-up, illness, death in the immediate family. If the

passenger does not have contracted trip cancellation insurance but has to cancel the trip and has confirmation of a military call-up, illness, or death, RUŽMARIN reserves the right to make payments according to the rules stated in Article 8 of this Agreement. When canceling the arrangement, the cost of visa procurement is not refunded, and in the event that the passenger has purchased trip cancellation insurance. By purchasing trip cancellation insurance, the passenger transfers all their claims to the insurance company whose trip cancellation insurance policy they possess, and RUŽMARIN undertakes to provide the passenger with all the documentation necessary to enforce the passenger's claims against the insurance company, relating to the arrangement. All cancellation conditions are specified in the insurance policy, and we recommend that every passenger reads them personally.

8. Cancellation of Travel by the Passenger If the passenger cancels the booked arrangement, RUŽMARIN retains from the total price of the arrangement (unless otherwise stated in the program):

European trips, vacations, skiing

- up to 30 days before departure 10% of the price of the arrangement, but at least 100 kn
- 29-22 days before departure 30% of the price of the arrangement
- 21-15 days before departure 40% of the price of the arrangement
- 14-8 days before departure 80% of the price of the arrangement
- 7-0 days before departure and after departure 100% of the price of the arrangement

Long-distance trips, foreign language courses

- up to 30 days before departure 25% of the price of the arrangement
- 29-15 days before departure 80% of the price of the arrangement
- 14-0 days before departure and after departure 100% of the price of the arrangement

Cruises

- up to 46 days before departure 10% of the price of the arrangement
- 45-31 days before departure 25% of the price of the arrangement
- 30-16 days before departure 50%
- 15-8 days before departure 80% of the package price
- 7-0 days before departure and after departure 100% of the package price

Renting luxury villas

- Up to 56 days before departure 30% of the package price
- 55-43 days before departure 50% of the package price

- 42-29 days before departure 65% of the package price
- 28-16 days before departure 90% of the package price
- 16-0 days before departure and after departure 100% of the package price

The above costs also apply to changes in departure dates or accommodation, as well as to all other significant changes. RUŽMARIN will charge actual replacement costs if the traveler - the contract holder cancels the trip and finds another user for the same reservation who meets all the conditions for using the specified package. If 21 days before the trip the traveler has not paid the remaining amount or secured undisputed payment of the package, RUŽMARIN considers that the traveler has canceled the reservation, without the possibility of refunding the paid advance for the trip.

9. Cancellation of travel by RUŽMARIN or changes to the travel program If RUŽMARIN significantly changes the program, accommodation, or price before the start of the trip, it is obliged to immediately notify the traveler in writing. The traveler may, within 2 working days of receiving the notification from RUŽMARIN, accept the amended program or reject it. In case of rejection or failure to respond to the offer, RUŽMARIN undertakes to refund the part of the price paid by the traveler within 7 working days. In case of acceptance, the replacement arrangement offered by RUŽMARIN is considered a new travel contract, with the traveler waiving all claims against RUŽMARIN on any legal basis arising from the original contract. If RUŽMARIN fails to provide a significant portion of the agreed services after the start of the trip or if it believes that it will not be able to ensure the fulfillment of a significant portion of the agreed services, RUŽMARIN may, at its own expense and with the consent of the traveler, make changes to the program for the continuation of the trip and if necessary, compensate the traveler for the difference in price between the agreed and actually provided services. With the written consent of the traveler, RUŽMARIN may replace the unfulfilled part of the service with another service, whereby the traveler waives the right to claim against RUŽMARIN for such mutually agreed and modified part of the trip compared to the concluded travel contract. If RUŽMARIN was unable to adequately change the travel program or if the traveler, for justified reasons, does not accept the changes, RUŽMARIN will, at its own expense, provide the traveler with a return to the place of departure or another place, if the traveler agrees, and compensate him for any damage suffered. Compensation is paid in the amount of the unused part of the agreed program, based on the traveler's complaint. RUŽMARIN will resolve the complaint as stated in point 11 of this agreement. The maximum amount of damage may be the amount of the price of the agreed package. RUŽMARIN is authorized to unilaterally terminate the contract, in whole or in part, without any obligation to compensate the traveler, if external extraordinary and unpredictable circumstances occur that could not have been prevented, avoided, or eliminated, and which, had they

existed at the time of conclusion of the travel contract, would have been justified reasons for RUŽMARIN not to conclude the contract. In that case, the traveler has the right to a full refund of the amount paid or the difference in price between the agreed and provided services. RUŽMARIN reserves the right to cancel the trip, no later than 5 days before the start of the trip, if the trip was canceled by the tour operator for whom RUŽMARIN was a mediator in the sale of the said package or if the minimum number of passengers required for the realization of the package stated in each individual travel program did not apply, or for some other valid reason. RUŽMARIN reserves the right to change the day or time of travel due to changes in flight schedules or unforeseen circumstances, the right to change the direction of travel if the travel conditions change (changed flight schedule, security situation in a particular country, natural disasters, or other situations beyond the control of RUŽMARIN), without compensation for damages, according to applicable regulations in domestic and international traffic. RUŽMARIN does not assume responsibility for changes due to unforeseen circumstances and force majeure during travel. In that case, it may provide services depending on the given situation. RUŽMARIN is not responsible for any errors in the printed program within brochures/catalogs or for incorrect data entries by operators on RUŽMARIN's websites.

10. Travel organized by other organizers/tour operators, For all arrangements where RUŽMARIN is the main organizer, these General Terms and Conditions apply, except in cases where RUŽMARIN acts as an intermediary or is not the main organizer of the trip. Such arrangements will be specially marked, and the general terms and conditions of the responsible organizer apply to them, and RUŽMARIN is not responsible for the implementation of tourist arrangements by other organizers. By signing the contract, the TRAVELER fully accepts the program and terms of travel.

11. Settling complaints The traveler has the right to a complaint due to unfulfilled contracted services. The traveler is obliged to file a written complaint with RUŽMARIN within 8 days from the end of the trip. Complaints submitted after the expiration of the 8-day period will not be considered. We emphasize that it is in the interest of the traveler to act in good faith and express a willingness to resolve complaints during the trip and submit their written complaint to the service provider on the spot (reception, carrier, caterer, or travel agency at the destination) and request a written confirmation from the service provider that the complaint has been received. Each traveler - contract holder submits a complaint separately. RUŽMARIN will not consider group complaints. RUŽMARIN is obliged to make a written decision on the complaint within 15 days of receiving the complaint, in the same manner in which the complaint was received (by email, mail, or personal delivery, which will be responded to by mail with acknowledgment of receipt). RUŽMARIN will only consider those complaints for which the traveler provides evidence that have filed a written complaint with the service provider on the spot and that the cause could not be rectified on the spot. If, due to

RUŽMARIN's fault, the program or part of the services is not fulfilled, the traveler is entitled to compensation in the amount of the actual value of the unused services and cannot include already used services or the entire amount of the package. In the case of concluding a travel contract as "last minute" (last-minute travel) or a contract in which the name of the accommodation facility is only known upon arrival at the destination (actions such as: fortune, roulette, no name, ace, joker, etc.), the TRAVELER accepts all risks of such travel. Such trips contain uncertain facts that RUŽMARIN cannot influence, and the TRAVELER primarily accepted such travel because of the lower price, and therefore, the TRAVELER has no right to complain against RUŽMARIN. In case of a dispute related to the contract for online sales and online services, the consumer can submit a complaint or initiate dispute resolution proceedings through the online dispute resolution platform available at the following link: <http://ec.europa.eu/consumers/odr/> Until RUŽMARIN decides on the traveler's complaint, the traveler waives the mediation of any other person, judicial institution, or providing information to the media.

12. Health regulations The traveler is obliged to inform RUŽMARIN of all facts regarding their health, habits, etc., which could jeopardize the progress of the trip (if they require a certain type of food for health or other reasons, suffer from chronic diseases, allergies, etc.). Some programs have special travel rules that include mandatory vaccination and obtaining appropriate documents. The traveler is obliged to undergo mandatory vaccination as well as possess certificates and documents thereof. We recommend purchasing health insurance.

14. Liability insurance In accordance with the Law on Provision of Tourism Services, RUŽMARIN has concluded an Insurance Contract with the insurance company Croatia Osiguranje for liability for damage caused to the traveler by non-fulfillment, partial fulfillment, or improper fulfillment of obligations, number 1500-173177076. Agency employees will inform the TRAVELER of the content of the valid Liability Insurance Contract for damage caused by RUŽMARIN to the TRAVELER due to non-fulfillment, partial fulfillment, or improper fulfillment of obligations related to the package arrangement, and by signing the Travel Contract, the Traveler confirms that they are familiar with the content of the aforementioned Insurance Contract.

15. Protection of personal data The traveler provides personal data voluntarily. Personal data of the traveler are necessary in the process of realizing the contracted arrangements and will be used for further communication. RUŽMARIN undertakes not to disclose the personal data of the traveler outside the country except for the purpose of realizing the contracted arrangements. An exception to the provision of personal data to third parties applies to the contracting of travel insurance policies, i.e., if the traveler concludes an insurance policy, then their personal data will be forwarded to the insurance company. Personal data of the traveler will be stored in the database, in

accordance with the Decision of the Management of the company on the manner of collecting, processing, and storing personal data. The traveler agrees that their personal data may be used for the purpose of realizing contracted arrangements and marketing actions of RUŽMARIN.

16. Information The notifications received by the traveler at the registration point do not bind the organizer to a greater extent than the notices and information stated in the travel program itself.

17. Final provisions These terms and instructions for travel exclude all previous terms and instructions for travel. The General Terms and Conditions and instructions for travel are an integral part of the contract concluded by the traveler with RUŽMARIN or an authorized travel agency through which the traveler applied for travel organized by RUŽMARIN. The parties undertake to settle any possible disputes by mutual agreement. If this is not possible, in the event of a dispute, the court in Split has jurisdiction, and Croatian law applies.