



A.C.E. ADVENTURE

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A.C.E. Adventure – General Terms and Conditions

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1. Company Information

A.C.E. Adventure DOO is a company registered in the Republic of Serbia and specialized in hiking, cycling, and active travel programs in the Balkans.

The company organizes and operates activity programs independently or in cooperation with international travel partners and local service providers.

2. Booking and Confirmation

A booking is considered confirmed once availability has been verified and written confirmation has been issued by A.C.E. Adventure.

Clients and partners are responsible for providing accurate and complete information necessary for reservations, accommodation arrangements, permits, transportation, and other travel services.

3. Payments

Payment terms, including payment schedules, and settlement procedures, are defined in the **Purchase Order** document agreed between A.C.E. Adventure and the respective partner or distribution platform.

4. Changes to the Program

A.C.E. Adventure reserves the right to modify the itinerary or specific elements of the travel program when such changes are necessary due to:

- weather conditions
- safety considerations
- operational requirements
- availability of services

- circumstances beyond reasonable control

In such cases, A.C.E. Adventure will endeavor to provide alternative services of comparable standard whenever possible.

5. Cancellation and Refunds

If a trip needs to be cancelled by the client, the following cancellation conditions apply:

Days before trip start	Refund
More than 30 days	Full refund (no cancellation fee)
16–30 days	50% of the total trip cost
0–15 days	No refund

Cancellation requests must be submitted in writing.

Cancellation fees are calculated based on the date when written cancellation is received by A.C.E. Adventure.

6. Insurance

Travel insurance is strongly recommended for all participants.

Clients are responsible for arranging their own travel insurance covering the full duration of the trip. The insurance should include coverage for:

- medical expenses
- accidents
- repatriation
- trip cancellation
- curtailment of travel

Participants are responsible for ensuring that their insurance policy covers the type of activities included in the program (such as hiking, cycling, or other outdoor activities).

7. Safety and Activity Risk

Adventure travel activities such as hiking, cycling, trekking, rafting, or other outdoor activities involve inherent risks.

By participating in these activities, clients acknowledge and accept these risks.

Participants confirm that they are physically capable of taking part in the activities included in the program.

Participants are required to:

- follow safety instructions provided by guides and local staff
- use appropriate equipment when required
- act responsibly and respect safety guidelines during the activities.

8. Liability

A.C.E. Adventure acts as the organizer of the travel services described in the travel program.

A.C.E. Adventure may perform certain services directly and may also contract third-party suppliers, including but not limited to accommodation providers, transport companies, guides, activity operators, and other service providers necessary for the execution of the travel program.

Notwithstanding the involvement of such third-party suppliers, A.C.E. Adventure remains responsible for the proper performance of the travel services included in the program in accordance with applicable tourism regulations.

However, A.C.E. Adventure shall not be held liable for any failure or improper performance resulting from circumstances beyond its reasonable control, including but not limited to:

- force majeure events
- natural disasters
- extreme weather conditions
- acts of public authorities
- political instability
- strikes or transport disruptions
- border closures or similar events.

Participants remain responsible for their personal behavior during the trip and for complying with the instructions of guides and local representatives.

9. Force Majeure

A.C.E. Adventure shall not be liable for failure to perform contractual obligations where such failure is due to events beyond its reasonable control.

Such events may include natural disasters, extreme weather conditions, political instability, strikes, epidemics, pandemics, border closures, or other unforeseen circumstances.

10. Responsible Tourism

A.C.E. Adventure follows a strict responsible tourism policy and is a **Travelife Partner**, an internationally recognized certification for sustainable tourism.

The company continuously works to improve environmental and social practices and actively promotes responsible tourism principles among its staff, suppliers, partners, and guests.

11. Relationship with Marketplace Platforms

When travel services are sold through online marketplace platforms such as Decathlon Travel, the platform acts solely as an intermediary connecting clients and travel service providers.

The travel contract is concluded directly between the client and A.C.E. Adventure.

A.C.E. Adventure remains solely responsible for the organization and execution of the travel services.

12. Complaints Procedure

If a participant has a complaint during the trip, they should immediately inform the tour leader or local representative so that the issue can be addressed on site whenever possible.

If the complaint cannot be resolved during the trip, it should be submitted in writing to A.C.E. Adventure within a reasonable time after the end of the travel program.

A.C.E. Adventure will review the complaint and provide a response within a reasonable period.

13. Governing Law

These Terms and Conditions shall be governed by the laws of the Republic of Serbia.

Any disputes arising from the interpretation or execution of these Terms and Conditions shall be subject to the jurisdiction of the competent courts in the Republic of Serbia.



Miša Kolić, Director