



TERMS & CONDITIONS

1. GENERAL INFORMATION

These General Terms and Conditions govern the booking and use of services provided by company ARAGOSA TRAVEL AGENCY Ltd., Vukovarska 17, 20 000 Dubrovnik, Croatia, OIB 71232892105, (hereinafter We/Us/Our), and the traveller, i.e. the customer (hereinafter You).

By accepting these General Terms and Conditions, You confirm that you read, understood and will respect these General Terms and Conditions. These Terms & Conditions are governed by *[Governing Law/Country]*.

2. MAIN FEATURES OF THE SERVICES

The tour/trip/tour arrangement content, itinerary and prices are published and are available on the website *[www.aragosa.hr]* and include the contents listed in the description. Certain special and additional services (transfers, extra meals, optional excursions, fees, tickets, travel insurance, etc.) are not included in the published itinerary and contents, You pay extra for such special and additional services. You will be notified of the prices of additional and special services if need to be provided by Us.

3. BOOKING & PAYMENT

All bookings must be made through Our website via the integrated Orioly booking system, authorized travel agents, or by contacting Our team by email.

The booking becomes valid when the tour/trip/travel arrangement is paid in full or as a deposit. A deposit of 100% is required at the time of booking to secure Your reservation.

When booking directly via our website through an integrated booking system, the payment goes using an online payment gateway. We use *payment getaway Stripe* for online authentication of credit and debit cards (one-time), and the client is charged in real-time. In this case, You will receive an invoice for the payment and the voucher for the booked tour/trip/travel arrangement. All payments are carried out by a transaction in *Euro(€)*.

4. PRICES AND INCLUSIONS

The tour/trip/tour arrangement prices are stated for each activity and are based on per person or by vehicle unless otherwise specified. Prices include only those items specified in the package details and do not include personal expenses, travel insurance, visas, or optional activities not listed in the itinerary.

Prices are subject to change without prior notice, due to currency fluctuations, government taxes, or other unforeseen events.

5. CHANGES TO ITINERARY

We strive to adhere to the published itinerary. However, changes may be necessary for reasons including weather, safety, local events, or availability of third-party services.

Any significant change will be communicated to You as soon as possible, and alternative arrangements will be made, if feasible.

6. THE MINIMUM TRAVELLER NUMBER AND REPLACING TRAVELLERS

The minimum required number of booked travellers is stated within the tour/trip/tour arrangement description.

In case the minimum number of booked travellers is not met, We have the right to cancel the activity. You will be notified without any unnecessary delay and are entitled to a refund of the total sum paid for the booked activity.

As an alternative, We can offer You another tour/trip/tour arrangement departure date or another activity. If You refuse the alterations or disregard Our offer, then You are entitled to the mentioned refund.

In case of accepting the altered day of departure or new activity, You have no claims against Us, except being entitled to a refund if a new activity has a lower price.

If You are unable to participate in any travel activity, then You can appoint another person to use the booked tour/trip/tour arrangement. You must notify Us of that in writing. We will accept that person as a substitute traveller.

7. UNDERAGE TRAVELLERS

Any person less than 18 years old is considered an underage traveller.

An underage traveller may participate in an activity when accompanied by a parent, a guardian or another person responsible.

Alcohol will not be served to underage travellers on any tour/trip/tour arrangement that has alcohol-related activity.

8. CANCELLATIONS AND REFUNDS

Cancellation by the You:

- If You cancel the activity in a period of more than 15 before departure, you will receive a full refund.
- If You cancel the activity within 7 days before departure will incur a cancellation fee equal to 50% of the total price.
- No refunds will be made for cancellations within 3 days of the departure date.
- If you do not show up at the place of departure at the time agreed, you are not entitled to a refund.

Cancellation by Us:

- We reserve the right to cancel or make changes to any tour due to factors beyond our control, including but not limited to natural disasters, political instability, or minimum participant requirements.
- In the event of a cancellation, We will offer You a full refund or an alternative tour.
- We are not responsible for additional expenses incurred due to cancellations or itinerary changes.

9. THE TRAVELER RESPONSIBILITIES

You and all participants are responsible for ensuring the physical and medical requirements for the tour/trip/tour arrangement and for obtaining any necessary health certifications.

You and all participants must respect the customs, laws, and regulations of the host destination and comply with all safety instructions provided by Our staff or representatives.

You and all participants are responsible for obtaining valid IDs, passports, visas, and any required legal documents. The Agency is not liable for any issues, costs, or delays arising from incomplete or incorrect documentation.

10. HANDLING COMPLAINTS

If You encounter an issue with any part of your travel services during Our service, please notify Our staff or service provider immediately. They will work with You to address the issue. If the problem cannot be resolved on-site, document it and submit a written claim to Us within 8 days of your return.

To file a complaint, please email Us at e-mail: info@aragosa.hr. We will respond within 5 days. If additional time is needed to gather information, We may extend this period by another 3 days. While We are processing your complaint, We ask that You do not involve other institutions or publish information publicly. Any compensation is limited to the value of the unused service portion, up to the total cost of the program. In case of a dispute, Croatian law and the jurisdiction of our headquarters apply.

Based on Article 6, paragraph 3 of the Act on the Provision of Tourism Services, you can submit a written objection to our services via:

- by mail to the address: Vukovarska 17, 20 000 Dubrovnik, Croatia

- by e-mail: info@aragosa.hr

11. TRAVEL INSURANCE

Travel insurance, such as health, accident, trip cancellation, and luggage loss coverage, is not included in the travel activity price. Insurance can be arranged directly with an insurer.

If You believe You may need to cancel your trip, We recommend purchasing cancellation insurance at the time of booking. This insurance applies only to specific situations, such as conscription, illness, or family death (with written proof), in which case a full refund will be provided.

12. HEALTH AND SAFETY

Your and all participants' health and safety is our top priority. However, participants are responsible for their health and fitness for travel. We are not liable for any illness, injury, or death occurring during the tour except where required by applicable law. You must follow all health and safety guidelines provided by Our staff, local guides, and third-party providers.

13. FORCE MAJEURE

We shall not be liable for any failure to fulfil our obligations due to force majeure events, including but not limited to natural disasters, pandemics, political unrest, or strikes. In the event of a force majeure situation, We will make every effort to offer suitable alternatives but cannot guarantee a full refund.

14. PROTECTION OF PRIVACY

We are committed to protecting the privacy of participants and will only use personal information for tour/trip/tour arrangement management and customer service purposes.

When booking, You willingly give the information requested and guarantee Us the correct and valid information provided. We are obliged to protect that information and to use it for tour/trip/tour arrangements realisation. The same applies to sending Your personal information to third parties necessary to realize the tour/trip/tour arrangement itinerary.

We are compliant with GDPR (General Data Protection Regulation). We explicitly state which of the data is necessary to complete the reservation and to provide the booked program.

Our Privacy Policy is visible on our website here.

15. FINAL REMARKS

Our website www.aragosa.hr may contain links to websites of other companies or organizations. Those links are just for Your information, and We are not responsible for the inaccuracy of that information or these websites' content.

Documents such as Privacy policy and Cancellation policy are a constituent part of these Terms and Conditions.

These Terms & Conditions are governed by the laws of *Croatia*. Any disputes arising from or in connection with these Terms & Conditions shall be settled exclusively in the courts of *Croatia*.

By booking a tour/trip/tour arrangement or any travel activity that We offer, You confirm that You have read, understood and agree to follow the stated regulations within Our General Terms and Conditions.