

“DURMITOR ADVENTURE” LTD

Njegoševa 1/1, 84220 Žabljak, Montenegro
Company Number: 50853188
Tax Identification Number: 03217892
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email: info@durmitoradventure.com

GENERAL TERMS AND CONDITIONS OF SALE (B2C)

These General Terms and Conditions of Sale apply to all trips and experiences organized by DURMITOR ADVENTURE LTD, Njegoševa 1/1, 84220 Žabljak, Montenegro, Registration number: 50853188, Tax Identification Number: 03217892, VAT number: 51/31-00246-9, Tel.: +382 69 893 315, Email: boris@durmitoradventure.com (hereinafter referred to as the “Organizer”).

Trips are marketed and sold via the Decathlon Travel platform, operated by Decathlon Experience SAS, acting as a commercial intermediary. Decathlon Travel collects payments from clients on behalf of the Organizer. The Organizer remains fully responsible for the organization, execution, safety, and quality of the trips.

A booking becomes binding once the client completes the booking on the Decathlon Travel platform and full payment is received. By completing the booking, the client accepts these General Terms and Conditions.

All prices are displayed including VAT and all mandatory charges. No additional booking or administrative fees will be charged beyond the price displayed on the platform. Payment is collected by Decathlon Travel in accordance with its platform rules.

Cancellations made more than 30 days prior to departure are free of charge and entitle the client to a full refund. From 30 days before departure (D-30) onward, the cancellation conditions specified on the trip page at the time of booking apply. No refunds are granted in case of no-show or early departure.

The Organizer reserves the right to cancel or modify a trip in exceptional circumstances, including adverse weather conditions, safety concerns, force majeure events, or insufficient participants. In such cases, the client will be offered a full refund or an alternative date or experience, subject to availability.

Participation in outdoor and adventure activities involves inherent risks. By booking a trip, participants confirm that they are physically and mentally fit to participate, agree to follow all safety instructions provided by the guides, and acknowledge participation at their own risk, except in cases of gross negligence or willful misconduct by the Organizer.

The Organizer holds appropriate liability insurance in accordance with local regulations. Participants are strongly advised to obtain personal travel and accident insurance covering outdoor activities.

Any complaint must be submitted in writing during the trip or within seven (7) days after the end of the trip by contacting the Organizer via the provided email address.

Personal data is processed in accordance with applicable data protection regulations and is used solely for booking management and trip organization purposes.

These General Terms and Conditions are governed by the laws of Montenegro. Any dispute shall fall under the exclusive jurisdiction of the competent courts in Montenegro.

By booking a trip via the Decathlon Travel platform, the client confirms having read and accepted these General Terms and Conditions of Sale.

