

Exploremore d.o.o.

Ulica Gradnikove brigade 6,
 5000 Nova Gorica,
 Slovenija

Registr.no: 8306630000

ID za DDV (TVA no.): SI61108545

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E info@exploremore.si |

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IBAN: SI56 3300 0000 9735 008

Addiko Bank d.d., SWIFT: HAABSI22XXX

Terms and Booking Conditions

1. Conclusion of the Travel Agreement

1.1. By booking the holidays/service, the customer undertakes to enter into a travel agreement with Exploremore d.o.o., Ul. Gradnikove brigade 6, 5000 Nova Gorica, Slovenia

Licence No. (Chamber of Commerce and Industry of Slovenia): 2139 / 2140

Bank Addiko Bank d.d., Swift code: HAABSI22XXX, Account no.: SI56 3300 0000 9735 008

in further text as Exploremore.

1.2. The customer firmly agrees to these General Terms and Conditions, including on behalf of and for the co-named participants.

1.3. The agreement shall come into being upon acceptance by Exploremore or its partner agencies upon sending the booking confirmation. Subsidiary agreements and amendments to the concluded travel agreement shall require Exploremore's written confirmation.

2. Prices

2.1 Prices are presented in Euros (€). Prices include only what is listed in programmes and do not include airfares or other transportation costs to and from customer's chosen destination.

2.2. Prices are subject to change and Exploremore holds the right to change them, until booking has been confirmed. Exploremore is not responsible for price changes due to risen prices of other service providers. Exploremore may, occasionally, be faced with significant cost increases due to factors over which Exploremore have no control. As such, Exploremore reserve the right to impose surcharges or price increases due to changes in charges of our partners, increases in transport costs, taxes, or government requirements.

3. Price Guarantee

3.1 If a client accepts the price of holiday as quoted in a booking confirmation at the time of booking (which may be higher or lower than the quoted on website) holiday price will be guaranteed. However, we reserve the right to increase prices in case of any unpredictable sudden increase of the services we provide.

4. Booking and Deposit

4.1. Booking shall take place in writing via electronic message. Providing the relevant data via electronic message to Exploremore is a conclusion of a binding travel arrangement.

4.2. At the time of booking a deposit of 20% of final amount must be paid. Payment can be made by bank draft.

4.3. After the customer makes booking/reservation and pays the deposit, Exploremore shall send to the client via e-mail an invoice and complete programme.

5. Final Payment

5.1. The final payment for the entire booking/reservation of holidays must be paid on the first day of the month for all current reservations that will take place during that month.

6. General cancellation conditions and Refund Policy

6.1. Client may cancel travel arrangements at any time. Written notification from the person who made the booking must be received at our office via electronic mail: info@exploremore.si. The date it is received in the Exploremore office, is the date that applies for refund policies. Since we incur costs in cancelling the travel arrangements, client will have to pay cancellation charges as defined below:

More than 30 days: no cancellation costs.

Within 30 days: 45% of holiday/service cost.

Within 15 days: 60% of holiday/service cost.

Within 7 days: 100% costs.

6.3. A lessened number of group members without additional costs is only possible, if there are not over than 10% less customers in the group than initially confirmed. In case the number of group members is decreased by over 10%, the general cancellation conditions are valid.

6.4. Changing the confirmed services from the previously agreed state of affairs, the General cancellation conditions are valid.

7. Participants

7.1. Exploremore reserves the right to refuse participation prior to or during the holidays/service to any individual, whose behaviour and/or attitude interferes with the general enjoyment and well-being of other holiday/service members, participant or Exploremore staff,... In case any of the above mentioned happens, Exploremore will not be liable to refund or pay any compensations as such. In no case is Exploremore liable to refund for unused services.

8. Baggage

8.1. One piece of baggage not exceeding 20 kgs (44 lbs) per person is allowed. The company is not responsible for any loss or damage to baggage (or) belonging. However, the company will assist with any claims made.

9. Insurance and health requirements

9.1. Exploremore is fully insured according to the law for its activity.

9.2. We recommend all participants ensure your Travel Insurance has adequate coverage for cancellation and refund, luggage, medical expenses and repatriation, death and permanent disability.

9.3. Client agrees and promises to accept and assume all of the risks existing in activities on a selected holidays.

9.4. Clients participation in activities during the holidays is voluntary.

10. Complaints

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10.1. In case of complaints or dissatisfaction with the holidays/services of Exploremore, the customer is obliged to immediately or as soon as possible, but still during the activity/tour/holidays/services, inform about the reason of his/her complaint or dissatisfaction to the guide or person/agent in charge – Exploremore office, by phone or via e-mail. The guide/person/agent in charge shall, if possible, try to resolve the complaint immediately. If this shall not be possible, the customer is obliged to inform the Exploremore via e-mail. If inadequacies have not been solved during the activity/tour/holidays/services, and the complaint is reasoned, the customer can demand a partial reimbursement of paid price. In order to get the partial reimbursement of the paid price, the customer has to submit to Exploremore a written complaint after the activity/tour/holidays/services has been finished and request the reimbursement of money.

11. Law

11.1. These terms and conditions may only be waived by a manager of Exploremore in writing. When a client books a holiday/service at Exploremore, client agrees to accept all these conditions, and when Exploremore accepts reservation Exploremore agrees to carry out obligations as defined in this document and other information provided.

11.2 Booking request and the contract between customer/participant and Exploremore is subject to the laws of Slovenia. A client irrevocably submits to the exclusive jurisdiction of the courts of Slovenia. If client is not located in Slovenia, Exploremore will not be liable for any breach of any foreign legislation, code or directive as a result of client using the services offered by Exploremore, or purchasing any of the travel-related products or services of third party suppliers.

12. Unforeseeable circumstances (»force majeure«) and responsibility

12.1. Exploremore reserves the right to change or cancel itineraries or holiday/services arrangements, if necessary or by what is known as **»force majeure«**. Once a tour has departed or began, itinerary changes may be necessary as a result of unforeseen circumstances, operational concerns, or concerns for clients' health, safety, enjoyment or comfort.

12.1. Client must accept, for participation in a Exploremore holidays, that the normal flexibility of an adventure outdoor activity is necessary, and acknowledge that delays and alterations and their results are possible.

12.2. Neither Exploremore nor any person assisting is responsible for any loss, injury, damage, accident, delay or irregularities sustained by the customer including those occurred outside the tour programs.

12.3. Exploremore does not accept responsibility for losses or expenses due to delay or changes in other services, accident, sickness, weather, strikes, war and other unforeseen circumstances.

12.4. In the case of a tour cancellation by Exploremore, registered participants will be refunded in total amounts paid to Exploremore which is not liable for any payments or compensation due to additional expenses such as non-refundable advance purchase airline tickets.

13. Liability

13.1 Exploremore shall not be liable and does not assume responsibility for any claims, damages, expenses or other financial loss whether to person or property arising out of any injury, accident, death, cancellation, delay, alteration, or inconvenience resulting from any act of omission, commission or inadvertence of any hotel, restaurant or other company or person rendering any of the services included in the trip or its pre- and post- trip arrangements, or caused by weather, sickness, strikes, or the willful or negligent acts of any other trip members or any cause whatsoever beyond the control of Exploremore.

14. Protection of personal data

14.1 Exploremore shall protect all data provided to it in accordance with the Personal Data Protection Act (Official Exploremore d.o.o., Ulica Gradnikove brigade 6, 5000 Nova Gorica, Slovenia, Matična št.: 8306630000, Davčna št. SI: 61108545
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Gazette of the Republic of Slovenia, No. 94/2007-UPB-1, hereinafter: ZVOP-1). It shall be considered that by signing the Contract, pursuant to Paragraph 2 of Article 10 of the ZVOP1, the Client has granted the authorisation to process personal data for the purpose of concluding and implementing the Contract.

By accepting these General Conditions, the Client at the same time grants the authorisation to Exploremore to forward personal data to authorised third persons, who provide services for the reserved/booked program/holidays/services.

These Terms and Conditions are valid from 01.01.2025.