

TRAVEL CONTRACT AND GENERAL CONDITIONS AND DIRECTIVES FOR TRAVEL ARRANGEMENTS

Go Explore Adventure Travel d.o.o. Petrinjska 51, 10000 Zagreb, Hrvatska OIB: 88727106107

1. Subject Matter of the Contract

This Contract regulates the mutual relations between the travel organizer – **Go Explore Adventure Travel d.o.o.** (hereinafter **GO EXPLORE**) – and the **Traveler**, i.e., the person who enters into this contract or, if acting on behalf of a third party, the person for whom the travel arrangement is organized.

This Contract contains the General Conditions and Directives for Travel Arrangements and refers to the travel program which includes all necessary details.

The Contract becomes binding upon: 1. Signing by an authorized GO EXPLORE employee or agent; 2. Signing by the traveler; and 3. Full payment of the travel arrangement, or partial payment if the traveler provides indisputable documentation guaranteeing payment of the remaining balance by the agreed date.

If the traveler cannot sign the Contract personally, it becomes effective only when GO EXPLORE receives the full payment or, if agreed, a partial payment along with documentation guaranteeing the remaining payment.

The traveler may register for a voyage via telephone, internet, or other remote means. By concluding the Contract, the traveler guarantees that all personal data and documentation provided are accurate and valid, accepting all legal obligations arising from this Contract and applicable laws.

2. Reservations and Payment

To confirm a reservation, the traveler must pay **30% of the travel arrangement price** upon registration, unless otherwise specified in the program.

The remaining balance must be paid no later than **21 days before the trip** or secured through documentation guaranteeing full payment. Failure to meet this deadline results in automatic cancellation, with no refund of advance payments.

For “**Last Minute**” offers, the traveler must immediately pay the full price or secure the indisputable payment of the entire arrangement.

3. Costs

Prices listed in travel programs are valid from the date of publication.

GO EXPLORE may request a price increase **up to 21 days before departure** due to: - Changes in currency exchange rates - Increased transportation costs (fuel, airport or port fees)

Price increases are limited to **10%** of the original price. If the increase exceeds 10%, the traveler may cancel within **2 business days** of notification. Failure to respond within this period is considered acceptance of the new price. No compensation is due if the traveler cancels.

4. Categorization and Description of Services

Accommodation (hotels, pensions, or other facilities) is described according to the **official categorization of the destination country** at the time of program issuance. Local standards may vary, and GO EXPLORE is not responsible for any informal or verbal information inconsistent with the program.

- Rooms are assigned locally at the reception desk unless specific requests are confirmed in advance.
- Check-in is generally from **16:00**, and check-out by **10:00**, unless otherwise specified.
- Late arrivals after **20:00** must be communicated to GO EXPLORE at least one day prior to departure.

5. Travel Documents and Regulations

Travelers must possess valid travel documents for international travel.

- All necessary data for visa applications must be submitted to GO EXPLORE by the deadline specified in the program. GO EXPLORE **does not guarantee visa issuance**.
- Travelers are responsible for compliance with customs, currency, health, and other regulations in Croatia and destination countries.
- Lost or stolen travel documents must be replaced at the traveler’s expense.

Travelers are obliged to follow rules of conduct in accommodation and other facilities and cooperate in good faith with GO EXPLORE representatives. Non-compliance may result in liability for damages.

GO EXPLORE provides general travel information sources, including guidance from the **Ministry of Foreign Affairs of Croatia** (www.mvp.hr). Travelers not holding Croatian citizenship are advised to verify country-specific entry requirements prior to payment.

GO EXPLORE is **not responsible** for travel disruptions due to invalid documents or non-compliance with foreign regulations.

6. Travel Insurance

Agency employees are required to offer a **travel insurance package**, which may include: - Voluntary health insurance abroad - Accident insurance - Luggage insurance - Travel termination insurance

By signing the Contract, the traveler acknowledges the insurance offer. If accepted, insurance may be concluded directly with GO EXPLORE or another provider, where GO EXPLORE acts as an intermediary.

7. Travel Termination Insurance

Travel termination insurance covers situations such as **military draft, illness, or death of an immediate family member**.

- It must be purchased **during registration**, not retrospectively.
- Expenses related to visa issuance are **not reimbursed**, even if termination insurance is in place.
- All claims are directed to the insurance provider, with GO EXPLORE assisting with necessary documentation.

8. Termination of Voyage by the Traveler

If the traveler cancels a paid arrangement, GO EXPLORE retains the following percentages of the total price (unless otherwise stated):

Days Before Departure	Retention Fee
Up to 30	20%
29-22	25%
21-15	40%
14-8	80%
7-0 or after	100%

Actual substitution expenses apply if a replacement traveler is found. Unpaid balances not settled **21 days before departure** are treated as cancellations.

9. Cancellation or Changes by GO EXPLORE

GO EXPLORE reserves the right to cancel or reschedule trips: - At least **5 days before departure** if minimum traveler numbers are not met or for other justified reasons - Due to flight schedule changes, security situations, natural disasters, or force majeure

In such cases, GO EXPLORE is **not liable for compensation**.

10. Trips Organized by Other Operators

For trips organized by other tour operators, GO EXPLORE acts only as a mediator. Applicable general conditions of the principal organizer will apply. GO EXPLORE is **not responsible** for services of third-party organizers.

11. Resolution of Complaints

- Complaints must be submitted **in writing within 8 days** after the trip.
- Travelers should address issues on-site first and obtain confirmation from service providers.
- Each traveler submits complaints individually; group complaints are not accepted.
- GO EXPLORE responds **within 15 days** via the same medium the complaint was submitted.

Last-minute or “blind” accommodation arrangements (e.g., fortune, roulette, jocker deals) involve inherent risks and GO EXPLORE assumes no liability.

12. Health Regulations

Travelers must inform GO EXPLORE of health conditions, dietary restrictions, chronic illnesses, allergies, or required vaccinations. Health insurance is recommended.

13. Luggage

- Free transport for standard luggage applies according to the program.
- Airlines may charge for excess luggage; children under 2 do **not** have free luggage allowance.
- GO EXPLORE is **not responsible** for lost or damaged luggage. Claims must be directed to the transport provider or accommodation facility.

14. Insurance

GO EXPLORE has an **Accident Insurance contract** with: **Insurer:** EUROHERC osiguranje d.d., Ulica grada Vukovara 282, Zagreb, phone: 01/6004 209

15. Protection of Personal Data

Travelers voluntarily provide personal data, necessary for organizing travel.

- Data may be shared with third parties only for insurance purposes.
- GO EXPLORE stores personal data in compliance with legal regulations and may use it for communication and marketing related to travel services.

16. Information

Information provided at registration is **supplementary** to the travel program. The program itself defines the obligations of GO EXPLORE.

17. Final Provisions

- These conditions supersede previous conditions and are an integral part of the travel contract.
- All disputes should first be resolved by agreement. If unsuccessful, **the Court of Zagreb** has jurisdiction, and Croatian law applies.

Zagreb, 01.07.2016