



RAFTREK TRAVEL Ltd. terms and conditions

RAFTREK TRAVEL Ltd., acting as the Agency, shall guarantee the execution of the travel program. The Client is obligated to provide any information which is required for the reservation process. The Client is required to read and agree to the terms and conditions before booking and confirming.

Reservation and payment

By making an ONLINE reservation/booking via the agency's web page booking system for a packaged arrangement (multi-day tour), you can choose to pay the full amount at once or make a 50% deposit of the tour value no later than 30 days before the departure. The remaining 70% of the amount is due no later than 7 days before the departure itself. All payments within 7 days of the departure have to be in the full amount. For day activities, you have to make 100% of the payment while making an online reservation/booking.

Some of our products are bookable instantly due to dates and availability. Once you go to checkout and click pay now, you will get a confirmation email with trip details and your ticket. Some of our trips require confirmation before your credit card gets charged. So you will receive an email with the pending status. We reserve the right to confirm or cancel your booking due to availability and other circumstances.

All credit card payments are SECURE and PROTECTED with the highest possible levels of security provided by the SSL Certificate and 3d Secure system. If your choice of payment is by Credit Card, you need to agree to leave your credit card data in the Secure Vault even if you have to wait for your booking confirmation.

By paying the first installment and/or by paying a part of the package tour price containing Client's basic data and information on the program the Client is paying for, the Client shall accept in its entirety, and confirm that all items of these Terms and Conditions have been understood, therefore everything that is written herein shall become legally binding on both the Client and the Agency.



Pricing and content

Within the Agency's terms and conditions, it reserves the right to make modifications to the prices made public in case of drastic changes in hotel prices, transport prices, and other services.

The prices of programs are listed in euros. The prices in other currencies are liable to exchange rate fluctuations. The price is based on accommodation in two-bedded rooms. Therefore, in case you prefer to be alone in the room, you are obliged to make an extra payment for a single room (single supplement).

The package tour price usually includes accommodation and breakfast, other meals if stated in the trip program, and transfers. Also, activities contained in the trip program (kayaking, cycling, hiking, etc.) with all pertaining equipment and a guide. The prices do not include optional excursions, meals not stated in the trip program, additional transfers, personal spending, or drinks with any meals.

Cancellation of travel within our Terms and Conditions

All cancellations must be in writing by e-mail.

1. Active holidays:

If the Client should cancel or abort the travel, all Client cancellations must be in writing by e-mail. The written cancellation date shall be the basis for the compensation of cancellation costs, which shall be collected by the Agency as per conditions set forth below (percentage of total arrangement price):

- 30 or more days before arrival: 0%
- 29-22 days before arrival: 25%
- 21-15 days before arrival: 40%
- 14-8 days before arrival: 80%
- 7-0 days before arrival or no-show: 90%

Failing to make an appearance and travel without prior cancellation shall entitle the Agency to withhold 100% of the payment made, regardless of the reason or reasons for the cancellation.



2. Day adventures:

If the Client should cancel or abort the travel, all Client cancellations must be in writing by e-mail. The written cancellation date shall be the basis for the compensation of cancellation costs. As per the conditions set below (percentage of total arrangement price):

- 8 or more days before arrival: 0%
- 2-7 days before arrival: 50%
- 1 day before arrival or no show: 100%

Failing to make an appearance and travel without prior cancellation shall entitle the Agency to withhold 100% of the payment made, regardless of the reason for cancellation.

Agency cancellation policy

The active holiday day-to-day itineraries are subject to change depending on group abilities and preferences, weather conditions, water levels, other acts out of the control of the Agency, special events of interest, and similar. For the Client's safety and comfort reasons, the Agency reserves the right to alternate programs without prior notice. In case of major changes or cancellations of a specific program booked by the Client, the Agency will advise the Client as soon as possible and provide the following options:

- a) The client may accept a new departure date or destination
- b) Client may accept a replacement package/excursion of equivalent or closely similar itinerary
- c) Client may cancel his/her booking altogether and receive a full refund of the money paid

Inform your booking contact person of your decision within 7 days of the offer. Our Terms and Conditions state that if the Client does not, the Agency will book a replacement package/excursion.

Extreme weather conditions

We reschedule the activity in case of extreme weather conditions, or extraordinary circumstances, which could not have been foreseen or avoided, or have occurred immediately. The activity is then rescheduled for a day or two, if possible, before or after the date booked. If the change is not possible, the payments will be refunded in full.



Insurance within our Terms and Conditions

For day adventures and active holiday packages organised by the Agency, RAFTREK TRAVEL Ltd. is insured with the EUROHERC OSIGURANJE – the insurance company.

Basic insurance company information:

Euroherc osiguranje d.d.

Headquarters: Zagreb, Ulica Grada Vukovara 282

OIB (Personal Identification Number in Croatia): 22694857747

MBS (Company Registration Number): 060012147, Trgovacki sud u Zagrebu

Giro Account Number: 2481000-1100100492, Agram banka d.d.

IBAN: HR7524810001100100492

Company's Equity: EUR 7.930.260,00 (305.010 shares).

Nominal value per share: EUR 26,00.

The travel prices do not include casualty and disease insurance, the risk of damage, or baggage loss insurance, nor do they include voluntary health insurance. By making the payment for an excursion or a package tour, within our Terms and Conditions, it is deemed that the Client(s) has/have thus been advised to take additional health insurance, which can be purchased directly at an insurance company of one's own choice.

Liability insurance

According to the Tourism Services Act, the Agency shall have a signed agreement with the insurers against liability for damage caused to the Client by failing to meet obligations relating to the package tour.

Personal information security

We request personal information from all our guests for processing requested services. Raftrek will not share the information with a third party except for the purpose of carrying out the requested services.



Complaints and refund claims

Please contact your tour leader/guide or representative immediately if the tour services are incomplete or executed below standard, to find a satisfactory change. We will consider the refund claims invalid unless the Agency was notified on time. Please send all refund claims to the Agency in writing, within 7 days of the completion of the trip.

The Client is entitled to compensation in the amount of the real value of services that have not been provided. All and any possible disputes shall be settled at a Zagreb-based court.

PLEASE DOUBLE-CHECK:

- that you have valid travel documentation
- respect all customs and foreign exchange regulations of the destination country
- advise the Agency of any form of disability or impairment, any dietary needs, and/or medications you take
- provide the document which confirms payment of the service (voucher, bank receipt, or other document received by e-mail)
- inquire whether you require a visa for Croatia, as well as neighbouring countries, if travelling through them

Court jurisdiction

You have the right to judicial arbitration. The Client and the Agency will aim to settle possible lawsuits. If the agreement is not reached, it becomes subject to the Zagreb Court's jurisdiction, under the authority of the laws of the Republic of Croatia.



GDPR – Protection of privacy

This Raftrek Personal Information Regulation (GDPR) statement clarifies how we process and protect gathered information. RAFTREK TRAVEL is committed to protecting your privacy. If we ask you to send us certain personal data, you may rest assured that said personal data will be used solely in accordance with this Privacy Protection statement and valid regulations applicable in this area.

You can withdraw (deny) your consent at any time for all future messaging, no questions asked, just by one simple click in the footer area of a received message. Here you can read more about the way your personal information is being handled and processed.

WHAT DATA ARE GATHERED?

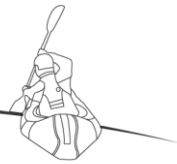
We can gather the following data:

- *Name and last name*
- *The telephone number and email address for communication*
- *Location, sex, and citizenship*
- *And other data relevant for research and upgrading our service.*

**(for example: which products you browse through on our websites, do you use the content of our e-mails, etc.)*

HOW IS THE DATA GATHERED?

- Personal data gathered on location
- While making a reservation or quote
- Personal data is gathered via our website
- While making a reservation or quote via our website



PERSONAL DATA GATHERING PURPOSE

Personal data is gathered for the following purposes:

- To complete contractual obligations or for the preparation to complete contractual obligations
- For the completion of a requested service or to create a quote for a service
- To notify our clients about services and products

PERSONAL DATA CONTROL

The client has a choice to limit the gathering or processing of their personal data as follows:

Whenever you are asked to fill out a form on a website, always look for the option where you can request that the provided information not be disclosed, and/ or for direct marketing.

If you have earlier agreed and provided us with permission to use your personal data for direct marketing. You have the right to change your mind at any given moment. In such a manner, contact us at newsletter@raftrek.com. In addition, any promotional message directed to you from our system has the simple option of unsubscribing with a single click.

We will not sell, distribute or rent your personal data to third parties, until we obtain your permission or are so asked by any state administrative body, following regulations.

THIRD PARTIES

Personal data provided for Raftrek Personal Information Regulation (GDPR) will be forwarded to a third party when the service provided to the client or information requested by the client requires it. This includes forwarding personal data to a hotel or haulier, when partners operate a trip on behalf and in the name of Raftrek Travel.

You can request the information we have on you via email newsletter@raftrek.com.

If you feel that any information we store is inaccurate or incomplete, kindly advise. We will correct the information that is considered incorrect.



SAFETY

We are committed to ensuring the safety of the information. We perform at all times different procedures to prevent any unauthorised breach or disclosure of any personal data we gather on this website or in person at the agency.