



## TERMS & CONDITIONS

Excursions, Tours and Day trips booked through Inquiry Forms

By reading this agreement the client confirms that he/she agrees with the terms and conditions in the following:

I.

The information provided on this website is designed to help you select the excursions most suited to your interests. The tour descriptions are as current and accurate as possible. Please note that occasional changes in the descriptions might occur. Tour descriptions include approximate durations, which can vary due to border crossing, weather conditions and similar circumstances.

II.

Payment: When booking an excursion, price should be paid in full amount, regardless of the departure times. In case the cancellation is made no later than 48 hours prior to the reservation date and/or pick up time, the whole amount is refundable. Cancellations made within 24 hours before the departure are 50% refundable.

We cannot make any refunds in case of no show. Refund will be made as soon as possible but no later than 30 days from the day of cancellation. All rates are in Euro. For every inquiry submitted and received, we will send a payment request on customer's e-mail address through our PayPal interface, together with an invoice. Every invoice is due within 24 hours from the moment we forward it to the customer.

After the customer makes the payment via PayPal, we will confirm the reservation. Reservations are not confirmed until the payment is processed.

III.

Any complaint about the tour should immediately be given to the tour guide.

All refund claims must be submitted within 30 days of the completion of the tour.

IV.

The Elaphite islands cruise, Mljet by boat and Montenegro by boat and Guided walking tours may be postponed or completely cancelled due to the weather conditions. In that case the clients holding tickets for a canceled trip can either be booked on another day or receive a full refund. In case of changing transportation from boat to coach for Montenegro by boat tour the client will be given refund in the amount of difference in price, due to the change made on our behalf.

V.

Clients are obligated to confirm pick up details and be on time during group tour pick up, since the excursion provider policy is to wait no longer than five minutes because of the other clients. In case of not showing on time, clients have to go back to the start location on their own expense and we cannot make refunds.