

# **General Terms, Conditions and Directives for Travel Arrangement and Contracts of travel agency „Osijek Airport“**

## **1. Subject Matter of the Contract**

The subject matter of this Contract is the regulation of the mutual relations of the travel organizer – travel agency Osijek Airport (hereinafter Osijek Airport) and the TRAVELER i.e. the travel contractor in the case where the travel contractor concludes this contract in behalf of a third party (hereinafter TRAVELER). This Travel Contract contains General Conditions and Directives for Travel Arrangements, i.e. it refers to the travel program that contains all necessary data. The Contract is considered binding upon signing by an employee of the agency (an employee of the travel agency Osijek Airport or any other person authorized for the sales of Osijek Airport's travel arrangements) and by the TRAVELER and upon total payment of the travel arrangement or a portion of the payment if payment of the remaining amount by the agreed date is indisputably insured by the traveler. If the traveler is not able to personally sign the Contract, the Contract assumes legal effect only when Osijek Airport receives the entire agreed amount of the cost of the travel arrangement or if such is specifically agreed upon, a portion of the agreed payment and documentation that indisputably insures the payment of the remaining portion of payment by the agreed date. The traveler may register for a voyage in all branch offices of Osijek Airport as well as other authorized agencies in person, by telephone, Internet or other means of remote communication. When concluding a Contract, the traveler is obliged to provide personal data and duly provide all documentation necessary of the organization of the voyage. The TRAVELER guarantees that Osijek Airport has been provided with correct and valid data necessary for the undisturbed realization of the voyage and accepts all legal obligations deriving from this Contract and from legal regulations.

## **2. Reservations and payment**

In order to confirm a reservation, upon registration the traveler pays 30% of the price of the travel arrangement (if the program does not state otherwise). The remaining cost of the arrangement is paid no later than 21 days before the beginning of the trip or documentation guaranteeing the indisputable payment of the total cost of the travel arrangement is provided. If the traveler does not execute his obligations no later than 21 days before the beginning of the trip, the reservation will be considered cancelled without the possibility of refunding any advanced payments.

For all reservations including reservations “upon request” (when at the moment of registering the traveler, capacity for an individual arrangement for a specific trip is unavailable, where Osijek Airport is able to ensure additional space) Osijek Airport charges a reservation fee in the amount of 75 HRK (per contract). In the event that less than 21 days remain before the departure of a trip, for such an “upon request” reservation, an adequate part of the arrangement price is paid according to the conditions set forth in Article 8 of this contract.

Such a requested “upon request” reservation is processed by Osijek Airport within two business days (Saturday is not considered a business day) and the traveler is notified thereof orally or in writing. If Osijek Airport does not notify the traveler of the executed or is not able to ensure the reservation of a requested arrangement within the stated term, the full paid amount will be refunded to the traveler in its entirety. If the traveler does not accept the requested reservation, which has been confirmed by Osijek Airport, the payment fees, including the reservation fees, are not refunded.

For reservation confirmation with the "Fortuna system" or with "Last minute" offers, the TRAVELER is required to immediately pay the entire cost of the arrangement or ensure the indisputable payment of the entire cost of the arrangement.

### **3. Costs**

The prices of trips are advertised in the traveling program and are valid from the day of advertising the program. Prices stated in programs are based on contracts with our partners and do not have to conform with prices advertised at the traveler's destination and an eventual price difference cannot be subject to complaint.

The travel organizer may anticipate that a traveler executes payment on the spot of a specific service that will be utilized abroad in the currency of the country where he is to be situated. For services that are paid for on the spot, the traveler submits eventual disputes directly to the executor of the services. Osijek Airport can request for an increase of the agreed upon price a maximum of 21 days before the beginning of the trip if, after the contract was closed, there was a change in the currency rates or an increase of the costs of transport. This includes the costs of fuel or an increase of a fee for certain services (in airports and other ports and alike) which influences the price of the trip, where there was no way it could have been known of beforehand. In that case, the price of the arrangement will be increased reciprocally to the increase of the prices of the calculative elements on the base on which the price is formed. The passenger is obligated to accept the increase of the agreed upon price up to 10%. If there is an increase in the price which is greater than 10%, the passenger has the right to cancel the arrangement but is obligated to inform Osijek Airport of this within 2 work days from the received notification. In case the arrangement is canceled, the traveler does not have the right for compensation. If the traveler does not deliver his cancellation to Osijek Airport in written form within the stated time period, it will be assumed that he agrees with the price change.

### **4. Categorization and description of services**

The offered hotels, pensions or any other facilities in programs are described according to the official categorization of the respective countries at the moment of the program's issuance. May we point out that local categorization in individual countries differs greatly. Accommodation, food, comfort and other services are under surveillance by local and national tourist authorities, and accommodation and service standards are different and cannot be compared. Osijek Airport shall not assume responsibility for any oral or written information that is not in accordance with the description of services and facilities in programs valid for stated voyages, which may have been supplied by Osijek Airport's employees or any other third person.

The accommodation arrangement in rooms or pensions is determined locally by the reception desk. If the traveler had not specifically arranged a room/pension with certain characteristics, he will accept any officially registered and available room/pension in each individual facility or destination described in the travel program. Accommodation is not possible before 16:00 on the day initiating the utilization of the services, and the same shall be vacated by 10:00 on the day completing the utilization of the services, if not differently stated in the travel program. For later arrivals in accommodation facilities (after 20:00), it is necessary to inform Osijek Airport of such beforehand, no later than one day before voyage departure, if such a later arrival had not been foreseen in the travel program.

### **5. Travel documents, respecting regulations**

A traveler that registers for a foreign voyage must possess valid travel documents. The traveler is obligated during registration to inform himself about legal obligations of the country he is traveling to. Osijek Airport is not authorised to give information regarding visas. If the traveler does not fulfill the stated obligations or the request for the obtainment of the visa is rejected, it shall be considered that the traveler has terminated the voyage.

The traveler shall respect customs, currency and other regulations. If the traveler cannot continue his journey due to lack of conformity to regulations, he solely bears all incurred costs and consequences of the same. If the traveler loses travel documents or finds the same stolen during the duration of the voyage, he is obliged to insure new documents at his own cost. The traveler is obliged to secure that he personally, his documents and luggage fulfill conditions prescribed by visa, boarder, customs, health and other regulations of the Republic of Croatia as well as of countries to which will be traveled. The traveler is obliged to comply with rules of conduct in catering and hotel facilities and to cooperate with the representative of the travel organization and service providers in good faith. In the event of non-compliance of the stated obligations, the traveler is responsible for the incurred damage, and Osijek Airport assumes no responsibility for such damage. In such a case, the amount of damage shall be settled by the traveler to the owner of the facility (hotel, pension, etc.) at the reception desk.

During the signing of the contract, Osijek Airport's employee will inform the traveler of the information sources of the country in which the traveler is traveling including the opinion of the Ministry of Foreign Affairs of the Republic of Croatia. We recommend that each traveler informs themselves by visiting the website [www.mvep.hr](http://www.mvep.hr) and examines the list of high- and moderate-risk countries according to the opinion of the MFA of Croatia.

For all travelers who are not citizens of Croatia and do not possess Croatian travel documentation, we recommend that before payment of the travel arrangement, the traveler should personally inquire about the country of travel and conditions that are necessary to fulfill for travel to that country, taking into account the differences in provisions that are valid for citizens of particular countries. Osijek Airport may refer the traveler to an information source but do not in any way assume responsibility for consequences that may result for the traveler due to irrelevance of such provisions.

Invalid travel documents, i.e. unapproved visas that as a consequence call for the termination of travel, in no regard constrain Osijek Airport and conditions for the termination of travel shall be implemented. Osijek Airport declines all responsibility for damages that may result due to irrelevance of provisions of particular countries or those that may produce invalid travel documents.

## **6. Travel Insurance**

Pursuant to the Law on Providing Services in Tourism, agency employees are obliged to offer the traveler a travel insurance "package" which is comprised of: voluntary health insurance during their stay abroad, accident insurance, luggage insurance and travel termination insurance. By signing the contract, the traveler confirms that a travel insurance package has been offered. In the event that the traveler requests the mentioned insurance, it may be directly concluded with any insurance provider or with Osijek Airport, where Osijek Airport acts only as an intermediary.

By signing the contract it shall be considered that travelers have been offered and recommended the insurance stated in the previous paragraph.

## **7. Travel termination insurance**

If during travel registration, the traveler foresees that he may terminate his voyage due to specific situations, we recommend the payment of a policy of travel termination insurance. Termination insurance cannot be paid retrospectively, only during the process of travel registration.

Termination insurance shall be applied in the following situations only, with the obligatory written confirmation: military draft, illness, death of an immediate family member. If the traveler does not possess a travel termination policy and must terminate his voyage and has a confirmation of military draft, illness or death, Osijek Airport reserves the right of disbursement in accordance with regulations stated in Article 8 of this Contract. Upon termination of a travel arrangement, the expenses of visa obtainment are not disbursed even if the traveler has a termination insurance policy. With the payment of a termination insurance policy, the traveler transmits all his claims onto the insurance provider of the termination insurance policy in possession, and Osijek Airport shall be obliged to insure all necessary documentation for the traveler for actualizing the claims of the traveler toward the insurance provider, and which pertains to the travel arrangement. All termination conditions are stated in the insurance policy and we recommend that each traveler reads them carefully.

## **8. Termination of voyage by the traveler**

If the traveler terminates a paid travel arrangement, Osijek Airport retains the following amounts of the total cost of the travel arrangement (if the program does not state otherwise):

### **Domestic and European voyages by bus, vacations, ski trips, one-day excursions, hotel accomodation**

- up to 30 days before departure 10% of the travel arrangement price, no less than 100 HRK
- 29-22 days before departure 30% of the travel arrangement price
- 21-15 days before departure 40% of the travel arrangement price
- 14-8 days before departure 80% of the travel arrangement price
- 7-0 days before and after departure 100% of the travel arrangement price

### **City break arrangements by airplane (individual departures)**

- up to 30 days before departure 30% of the travel arrangement price, or the total amount of the paid airplane ticket fare
- 29-22 days before departure 40% of the travel arrangement price, or the total amount of the paid airplane ticket fare
- 21-15 days before departure 50% of the travel arrangement price, or the total amount of the paid airplane ticket fare
- 14-8 days before departure 80% of the travel arrangement price
- 7-0 days before and after departure 100% of the travel arrangement price

### **Exotic voyages, foreign language courses**

- up to 30 days before departure 25% of the travel arrangement price
- 29-15 days before departure 80% of the travel arrangement price
- 14-0 days before and after departure 100% of the travel arrangement price

## **Cruises**

a) for individual departures:

more than 60 days before departure, there is a fixed amount for the damage of 335 HRK

- 60-46 days before departure 15% of the travel arrangement price
- 45-31 days before departure 40% of the travel arrangement price
- 30-16 days before departure 80% of the travel arrangement price
- 15-0 days before departure 100% of the travel arrangement price
- after departure and „no show“ 100% of the travel arrangement price
- incomplete and/or expired travel documents 100% of the travel arrangement price

b) for group departures:

- 120-91 days before departure 5% of the travel arrangement price
- 90-76 days before departure 15% of the travel arrangement price
- 75-56 days before departure 25% of the travel arrangement price
- 55-41 days before departure 50% of the travel arrangement price
- 40-31 days before departure 75% of the travel arrangement price
- 30-0 days before departure 100% of the travel arrangement price
- after departure and „no show“ 100% of the travel arrangement price

## **Transfers**

- 120-91 days before departure 10% of the travel arrangement price
- 90-61 days before departure 20% of the travel arrangement price
- 60-45 days before departure 30% of the travel arrangement price
- 44-31 days before departure 50% of the travel arrangement price
- 30-21 days before departure 70% of the travel arrangement price
- 20-0 days before departure 100% of the travel arrangement price
- after departure and „no show“ 100% of the travel arrangement price

## **Rent of luxury villas**

- up to 56 days before departure 30% of the travel arrangement price
- 55-43 days before departure 50% of the travel arrangement price
- 42-29 days before departure 65% of the travel arrangement price
- 28-16 days before departure 90% of the travel arrangement price

– 16-0 days before and after departure 100% of the travel arrangement price

The stated expenses apply to changes in departure dates or accommodation facilities as well as for all other significant changes. Osijek Airport charges actual substitution expenses if the traveler – contractee terminates the travel contract, and finds another client for the same reservation that satisfies all conditions for consuming the stated travel arrangement.

If the traveler has not paid the remaining amount or insured the undisputable payment of the travel arrangement 21 days before the travel departure, Osijek Airport shall consider that the traveler has terminated the reservation, without the possibility of disbursement of the settled advance payment for the travel arrangement and has the right to charge for the rest of the travel arrangement through court if the damage made was on behalf of Osijek Airport.

When purchasing airplane tickets only, the general terms and conditions for cancellations of each and every airline apply.

## **9. Iteration of travel by Osijek Airport or change of travel program**

If Osijek Airport significantly changes the program, accommodations or costs before the beginning of the voyage, they are obliged to immediately inform the traveler thereof in written form. The traveler may either accept or refuse the amended program within 2 business days of receipt of Osijek Airport's notification. In the event of refusal or a failure to respond to the offer, Osijek Airport shall be obliged to refund the paid expenses to the traveler within 7 business days. In the event of acceptance, the substitute travel arrangement that Osijek Airport had offered shall be considered the new travel contract, where the traveler resigns the right to all claims towards Osijek Airport from any legal basis that derived from the initial contract.

If Osijek Airport had not offered the greater part of the contracted services or if it estimates that it will not be in the situation to insure the implementation of the greater part of the contracted services after the commencement of the voyage, Osijek Airport may on its own burden, with the compliance the traveler, execute changes in the program for the continuation of the voyage and as necessary compensate the traveler for the price difference between the contacted and actual services offered. With written consent of the traveler, Osijek Airport may substitute the unexecuted portion of services with another service, where the traveler resigns the right to seek claims from Osijek Airport for such a mutually contracted and amended portion of the voyage in regards to the concluded travel contract.

If Osijek Airport was not able to amend the travel program in an adequate manner or if a traveler does not accept the changes due to justified reasons, Osijek Airport will enable the return of the traveler to the departure point or to another location at its own cost, if the traveler agrees with such, and reimburse any eventual damage the traveler sustained in doing so. Damage is paid as the portion of the costs of the unused portion of the contracted program, which is based on the complaint of the traveler. Osijek Airport will resolve the complaint in the manner as stated in point 10 of this contract. The largest amount of compensation may be the cost of the contracted travel arrangement.

Osijek Airport is authorized to completely or partially terminate the contract by a unilateral statement, without the obligation of damage compensation to the traveler, in the event of external uncommon and unpredictable circumstances that could not have been prevented, avoided or eliminated, and if they were to exist at the time of concluding the contract for organizing the voyage, would have been a justified reason for Osijek Airport to not conclude the contract. In such a case, the traveler has the

right to reimbursement of the paid amount in its entirety i.e. the difference in the cost between the contracted and offered services.

Osijek Airport reserves the right to cancel voyages, no later than 5 days before the beginning of the voyage, if the voyage was cancelled by the travel organizer for which Osijek Airport was an intermediary for the sales of the mentioned travel arrangement or if the minimum number of travelers necessary for the realization of a travel arrangement stated on each individual travel program did not register for a specific voyage or for any other justified reason.

Osijek Airport reserves the right to change the date or hour of travel due to changes in flight schedules or due to the occurrence of unforeseeable circumstances, as well as the right to change the direction of travel if the conditions of travel change (flight schedule change, security situation in a specific country, natural disasters or other situations where Osijek Airport has no influence), without damage compensation, and in accordance with valid regulations in domestic and international traffic.

Osijek Airport shall not be held responsible for changes due to unforeseeable circumstances and force majeure during the voyage. In that case, services in respect to the given situation can be insured. Osijek Airport shall not be held liable for eventual printing errors of programs in the context of brochures/catalogs as well as for erroneous inputs of data by the operator of Osijek Airport's websites.

## **10. Trips organized by other organizers/tour operators**

For all travel arrangements where Osijek Airport is the principal organizer, these General Conditions apply except in the event where Osijek Airport is a mediator i.e. is not the principal tour organizer. Such travel arrangements will be specially designated and general conditions of the responsible organizer shall apply thereto. Osijek Airport shall not be held accountable for the implementation of tourist travel arrangements of other organizers. With the execution of the contract, the TRAVELER accepts the program and the travel conditions in their entirety.

## **11. Resolution of complaints**

The traveler has the right to submit a complaint due to the unfulfilled agreed upon service. The traveler is obligated to issue a written complaint to Osijek Airport within 8 days after the finalization of the trip. Complaints issued after the deadline of 8 days will not be taken into consideration. We emphasize that it is in the best interest of the traveler to perform in good will and to show good will in solving the complaint during the trip and to submit his written complaint to the service provider on the spot (front desk, transport operator, caterer or travel agency in the destination) and to seek a written confirmation from the service provider that they received the complaint. Every traveler – contract carrier, issues a complaint individually. Osijek Airport will not take group complaints into consideration. Osijek Airport is obligated to issue a written solution for the complaint within 15 days after receiving the complaint and this is to be done in the way the complaint was received (e-mail, mail or personal deliver where it will be responded to through a written package with a return receipt). Osijek Airport will solve only those complaints where the traveler submits evidence that he has submitted a complaint to the service provider on the spot and that the cause could not be removed on the spot. If through the fault of Osijek Airport the program or a part of the service was unfulfilled, the traveler has the right to compensation to the height of the real value of the unused service and this cannot include already used services as well as the entire amount of the arrangement. In case of last minute contracts OR contracts where the TRAVELER finds out the accommodation title upon arrival at the destination

(promotions like fortune, roulette, no name, ace, jocker...) the TRAVELER will accept all inherent risks. Such journeys involve unpredictable conditions (Force Majeure) which Osijek Airport cannot control in any way. What is more, the traveller has opted for this kind of arrangement due to special price, therefore any responsibility for claims arising from this arrangement will be waived by Osijek Airport.

Until Osijek Airport delivers a decision, the traveler shall abandon mediation of any other person, court establishments or providing information to the media.

## **12. Health regulations**

The traveler is obliged to notify Osijek Airport of all facts in regards to his health, habits, etc. that may jeopardize the progress of the voyage (if due to health or other reasons, a specific type of food is necessary, if chronically ill, if allergies are present, etc.). In some programs, special travel rules are stated, which include mandatory vaccinations and the acquisition of pertinent documentation. The traveler shall be obliged to execute mandatory vaccinations as well as be in possession of confirmation and documents thereof. We recommend obtaining a health insurance policy.

## **13. Luggage**

The transport of luggage of a specific weight, determined by the carrier, is free of charge. For air transportation, the traveler pays for luggage excess in accordance to valid regulations and transporter's prices. Children up to 2 years of age do not have the right to free luggage transport. Osijek Airport does not assume responsibility for lost or damaged luggage. Claims for lost luggage are directed to the transportation provider or hotel. For air transportation, the airline is exclusively responsible for luggage, based on regulations that are valid concerning air traffic. In the event of loss of luggage, the traveler fills out a PIR form of the airline that executed the transport and delivers the said form to the representative of the airline, and keeps one copy. Based on the filled out form, the airline pays compensation pursuant to regulations that are valid for domestic and international passenger air traffic.

In the event of the loss of luggage inside the hotel, the traveler sends a claim to the hotel where the luggage was lost. We recommend obtaining a luggage insurance policy.

## **14. Insurance in the event of payment incapability or bankruptcy of the travel organizer**

In accordance with the Act on the Provision of Tourism Services, Osijek Airport has concluded with the Insurer a Contract on Insurance in Case of Insolvency or Bankruptcy of the Travel Organiser, in the event the travel service was not performed, that is for the return of the Traveller to the place of departure. In case of occurrence of the insured event, the Traveller should contact the Insurer as soon as possible: Jadransko osiguranje, branch office Osijek, Gundulićeva 5B, 31000 Osijek, phone: +385 (0)31 494 400 (Guarantee Insurance Policy Number: OV0683014875). This document is valid as a Confirmation of Insurance in Case of Bankruptcy or Insolvency of the Travel Organiser.

## **15. Liability insurance**



In accordance with the Act on the Provision of Tourism Services, Osijek Airport has concluded with the insurance company Jadransko osiguranje, a Liability Insurance Contract for damages caused to a passenger by failure to meet obligations or by partially or inconsistently meeting obligations, number OV0683014874. The employees of the agency shall inform the TRAVELER of the content of the valid Liability Insurance Contract for damages caused by Osijek Airport to the TRAVELER by failure to meet obligations or by partially or inconsistently meeting obligations in relation to the package holiday, and by signing the Travel Contract the Traveler shall confirm to have been informed of the content of the stated Insurance Contract.

## **16. Protection of personal data**

The traveler voluntarily renders personal data. Personal data of the traveler are necessary in the realization process of contracted travel arrangements and shall be used for further communication. Osijek Airport obliges that personal data of the traveler will not leave the country except for the purpose of realizing contracted travel arrangements. An exception to providing personal data to third persons applies to concluding a travel insurance policy, i.e. if the traveler concludes an insurance policy, his data will then be forwarded to an insurance provider. The traveler's personal data will be stored in a database, in accordance with the Decision of the Board of Directors concerning methods of collection, processing and protecting personal data. The traveler agrees that his personal information can be used for the purpose of realizing the agreed upon arrangement and for the marketing events of Osijek Airport. Principles and rules of processing personal data are regulated by General Data Protection Regulation (GDPR) of Osijek Airport Ltd., publicly accesible on the website <http://www.osijek-airport.hr/gdpr/>.

## **17. Information**

Notification received by the traveler at the registration location does not oblige the organizer to a greater degree than the notifications and information stated in the travel program itself.

## **18. Final provisions**

These conditions and directives for travel exclude all current conditions and directives for travel. General conditions and directives for travel are an integral part of the contract concluded between the traveler and Osijek Airport or an authorized tourist agency where the traveler registered for a voyage organized by Osijek Airport. The parties agree that all eventual disputable situations shall be settled by agreement. In the contrary, in the event of a dispute the legally amenable court is the Court in Osijek, where Croatian legislation shall be used.

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