

## Terms & conditions

### **Booking:**

Inquiries and bookings can be done by mail, e-mail or fax.

### **Conclusion of a contract:**

A contract is concluded once MERIDIAN TOURS has confirmed a booking you have made and received a down payment of 20% of the total price.

The balance should be paid 21 days prior to arrival. The rooming list should be transmitted to Meridian Tours at the time of reservation.

### **Package price and contents**

As a rule, (unless stipulated otherwise in the tour program) the package price shall include: transport services, hotel and catering services, and travel arrangements. If mentioned in the tour program, the price can also include airport fees, as well as costs of services of professional and local guides

The package price does not include (unless agreed otherwise): Optional (unobligatory) excursions and visits, costs of obtaining and issuing visas, if any tickets for facilities to be visited. All types of special services (single bedroom, special diet, etc.) shall be paid by the customer himself/herself and must be ordered by him/her during booking. If a customer asks for a special service during the tour, he/she shall pay for it directly to the guide or the Agency representative, in the currency of the respective country.

Prices are quoted in Euros inclusive of VAT.

### **Right to price increase and right to cancellation due to price increase**

Prices of all tours are based on the exchange rate of the Croatian currency kuna and foreign currencies. Meridian Tours may ask for an increase of the contracted price in case the following occurs after the contract had been concluded: a change of the exchange rate, a change of the transport costs (fuel, road toll, etc.), a change in hotels' or carriers' fees.

Meridian Tours shall inform customers of the change in writing (e-mail or letter).

A customer may cancel the tour free of charge in case a price change exceeding 10% in relation to the contracted one, at the latest within 48 hours after the receipt of the written notice. If the customer fails to cancel the tour within the stated term in writing, it shall be deemed that he/she agrees to the changed price.

### **Terms of payment:**

All payments are done by bank transfer.

### **Cancellation and alteration by the customer:**

You must notify us of your cancellation without delay in writing by fax or e-mail.

### **Following cancellation charges will apply:**

up to 30 days prior to the departure, 10% of the package price, or a min of 10€ per person

29 to 22 days prior to the departure, 25% of the package price

21 to 15 days prior to the departure, 40% of the package price

14 to 8 days prior to the departure; 80% of the package price

7 days prior to the departure and no shows 100% of the package price.

**Groups smaller than bookings made:**

Our offers for group travel are always based on the minimum number of participants which determine the price. Should the number of participants drop below the minimum MERIDIAN TOURS reserves the right to:

1. Cancel the tour
2. Emit a new offer/price if the changed numbers of the group do not require a complete cancellation of the tour .

**Programme alterations and cancellation of trip/tour by MERIDIAN TOURS**

Trip or tour programmes may be altered or cancelled in unforeseeable circumstances

(acts of nature, government action, strikes, unrest...)

MERIDIAN TOURS will do all it can to offer alternative, equally satisfactory arrangements.

Should MERIDIAN TOURS cancel the tour before it begins the amount you have already paid will be refunded.

**Overbooking:**

In case of overbooking by an hotelier MERIDIAN TOURS will make sure the hotelier provides accommodation of higher or equal standard.

**Travel documents:**

Verification of travel documents or visas required, are entirely the responsibility of the customer who should inform himself prior to travel.

MERIDIAN TOURS rejects all responsibility for any damage or cost caused by the loss or invalid documents.

**Delayed arrivals:**

As MERIDIAN TOURS is acting only as a ground operator we cannot offer any repayment for any missed services or visits due to late flight arrival.

**Persons needing assistance:**

All persons not able to travel independently or needing any form of assistance should be accompanied by a person capable of assisting him/her.

**Tipping:**

Tipping of the driver or guide etc. is left entirely to the discretion of the customer.

**Applicable law and place of jurisdiction:**

The contractual relationship between you and MERIDIAN TOURS is subject to Croatian law and any dispute settled by the Court of Split, Croatia.

**Head office:**

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