

## **Terms and conditions of transfer services Dalmatia travel**

### **1st GENERAL TERMS AND CONDITIONS**

#### **1.1**

Transfer the transport of at least one passenger from the starting point to the end point of the trip. The user selects the start and end points of transfer depending on the price usluge.1.2 Transfer can be a one-way or return.

### **2nd TYPES OF TRANSFER**

#### **2.1**

Private transfer involves a limited number of passengers depending on the type of car commuters are greeted driver which carries an inscription with the name of passengers. The driver drives passengers to the desired address. Transfer prices are per vehicle.

#### **2.2**

Combined transfer implies limited number of passengers depending on the type of vozila. Transfer is made of the desired starting point to the destination and vice versa. Transfer prices are per person ..

### **3rd BOOKING PROCEDURE**

#### **3.1**

A person who wants to make a reservation must be of legal age.

#### **3.2**

Reservations are made by completing a form on the website and paying the transfer fee to the bank account of the company Dalmatia travel Oo published on the site under "about us"

#### **3.3**

Reservations must be made at least 48 hours before transfer.

#### **3.4.**

If a person wants to book the transfer within 48 hours, by telephone shall contact the administrators and get final confirmation. In case you had not issued a written confirmation of the administrator, the transfer will not be executed.

#### **3.5.**

A person who enters the data is responsible for their accuracy. The carrier does not bear any responsibility for incorrectly entered or untrue information.

### 3.6.

The person who made a reservation for a large group accepts the terms on behalf of the whole group and is considered the holder of all rights and obligations arising from the rules.

### 3.7.

If a person wants to pay the full amount for the execution of the transfer, the reservation is considered valid only when the person answers yes to the mail administrator for 24 hours prior to the execution of the transfer.

### 3.8.

After successful payment transfer reservation is confirmed by the administrator.

### 3.9.

The carrier does not have to accept the booking. If the reservation is accepted, the customer will receive an e-mail to get a confirmation message rezervacije. U If a reservation after the payment, the amount paid is refunded in the shortest possible time.

### 3.10.

After a successful payment, a customer e-mail account gets all the details rezervacije. Naručitelj account is required to show a driver before transfer, together with a valid document proving your identity (identity card, passport or driving license).

### 3.11.

Each account contains a unique identification code. When used to check the status of the reservation, to change the booking or cancellation of the reservation, and as a reference for further communication between the carrier and the customer.

## 4th LUGGAGE

### 4.1

Each passenger is allowed to carry a standard suitcase or travel bag and one piece of hand luggage size permitted in air traffic (a total of two pieces of luggage).

### 4.2

Extra weight is not paying. Orderer is required to provide accurate information on the additional baggage. Unregistered baggage will be charged at twice the price.

### 4.3

The carrier is not obligated to transport any luggage if the vehicle does not have enough space.

#### 4.4

The carrier is not responsible for the content of luggage that passengers enter the vehicle.

### 5th CHILDREN

#### 5.1.

Children can use our service unaccompanied by an adult.

#### 5.2

For children from birth to five years in the private transfer is mandatory seat djecu. Budući the children's seat occupies one seat in the vehicle, the child is counted as an adult passenger.

### 6th CHANGES BOOKING

#### 6.1

Purchaser may at any time change data from rezervation. If person wants to change the reservation details (initial terminal or final destination) within 48 hours prior to execution of the transfer, shall pay an administrative fee 15 euros.

#### 6.2

If the price of the new transfer is higher than the old price increases for the price of a new difference. If transfer is lower than the old company will return the overpayment.

### 7th CANCELLATION

#### 7.1.

In case of cancellation of transfer within 48 hours of execution of the transfer company will NOT return the amount paid.

#### 7.2.

If the cancellation is more than two days and less than 14 days from the execution of the transfer, and if the person is paid 20% of the total cost of the transfer, the amount is not refundable.

#### 7.3.

If the cancellation is more than two days and less than 14 days from the execution of the transfer, and if the person is paid the full amount of the transfer, it returns the total amount minus 15 euros.

#### 7.4.

If the cancellation occurred by the client and that more than 14 days from the date of execution of the transfer, the carrier is obliged to pay the client the amount paid, whether it is a part of or the entire amount of the transfer.

## **8th SAFETY ISSUES**

8.1.

All vehicles that are used for the transfer are correct and provided in accordance with Croatian law.

8.2.

Passenger insurance is included in the price of the transfer.

8.3.

A passenger who is under the influence of alcohol, drugs or other illicit funds will be released to the vehicle and shall not be entitled to any refund.

8.4.

Passenger whose behavior threatens the safety of the driver, other passengers or other road users will be removed from the vehicle and reported to the local police station.

8.5.

During the transfer allowed the consumption of soft drinks and bottled water with the cap.

8.6.

During the transfer is not allowed to consume food, alcohol or any substances prohibited by law.

## **9th RESPONSIBILITY**

9.1.

Carrier undertakes to perform all the services responsibly and professionally for transport practices and standards in accordance with Croatian law.

9.2.

Carrier their rights and obligations can be partially or fully transferred to a third person or persons of their choice and without notice.

9.3.

All verbal agreements between the client and the carrier must subsequently be confirmed in writing (e-mail, fax). Otherwise, they are considered invalid.

9.4.

The carrier is not responsible for delays in arrival or departure caused by unforeseeable circumstances such as traffic jams, force majeure (floods, fires, earthquakes) and the like, or in this case shall indemnify passengers.

9.5.

In case your driver at the appointed place at the appointed time, you can not make contact, you must immediately contact our administrator at +385 (0) 91 3683323, where you will receive further instructions.

9.6.

If for any reason you can not be at the rendezvous start of the transfer at the agreed time, you must immediately contact our administrator at +385 (0)913683323, where you will receive further instructions.

9.7.

Carrier can not guarantee the time of the transfer. All data on travel times are approximate. Who continue to travel to other means of transport should leave enough time between the end of the transfer and the departure of another means of transport.

9.8.

In the event that the selected type of vehicle for any reason is not available, the carrier is obliged to make the transfer to other appropriate vehicle.

9.9.

The carrier is authorized to charge transfer. Nobody has the right to name the carrier to charge or change the terms of the transfer, unless it is expressly defined.

9.10.

In case that has not been made, in whole or in part, the carrier is obliged to refund the amount in full. The traveler is required to obtain and present evidence in support of their claims. The complaint must be submitted within 48 hours. Unfounded and objections will be taken into account.

9.11.

The carrier is obliged to consider all complaints and make a decision on them within 30 days.

9.12.

If a client is entitled to a refund of the amount paid or on any grounds, the carrier is obliged to refund within 30 days.

9.13.

All issues will be initially resolved by agreement out of court.

9.14.

All disputes shall be competent court in Sibenik.