GENERAL TERMS AND GUIDELINES FOR TRAVEL ARRANGEMENTS
TRAVEL AGENCY BIZZ travel Ltd.

1. Arrangement
The organizer of your trip ensures the implementation of the arrangements as described in the program who directly organized and that you receive. Organizer will meet arrangement content in full and as described above, except in case of exceptional circumstances (war, riots, strikes, terrorist activities, health problems, natural disasters, local authorities etc.)

2. Applications and payments
Applications accepted for travel in the travel agency travel BIZZ Ltd.
On the basis of applications received organizer Contracting Authority will offer a contract that is considered binding after it signed the contract the parties or otherwise clearly stated their consent (Internet, fax, electronic mail, the availability of a credit card, payment on account), and shall take effect when the agency receives the appropriate payment by agreed deadline.

   a) By application a buyer pays 30% of the package, and the remaining 70% of the amount to be paid no later than 21 days before departure, except in cases where the individual trip highlight specific payment terms.

   b) To “book on demand” deposit paid by the responsible organizer price list. The organizer will not accept the reservations on request without advance payment. If the traveler does not accept a reservation that was made at his request, the organizer will retain the deposit paid to cover the cost of booking.

   c) In the case of paid and confirmed arrangements, any change of date and users of travel shall be paid according to current price lists of services (and airlines conditions).

3. Content and arrangement price
Arrangements are made of servicer stated in the travel program. Additional services are services that are not included in the price and as such the traveler will pay. These services must be requested at application and have to be paid separately. Optional additional services requested by the traveler during the trip are paid tourist guide or tour representative in the currency of the country where the service is provided, unless otherwise agreed. Package prices are published in Kuna, and calculated the prices of services in the reference currency at the selling rate of commercial banks of the tour organizer on a particular day. In the case of exchange rate changes by more than 1% of the agency reserves the right to change prices. The organizer reserves the right to change the prices if the price changes of accommodation, meals, transportation and other services, or in case of changing the currency value relationships that are the basis for calculating the price. To increase the package price by 10% did not require the consent of the customer (the increase is calculated on all parts of the payment). In the case of price increase greater than 10%, the buyer has the right to cancel the trip without liability for damages.

4. Categorization and description of services
Offered hotels, apartments or other accommodation facilities are described according to the official categorization of the country at the time of issuance. We point out that local categorization in different countries varies considerably. Accommodation, food, comfort and other services under the supervision of the local and national tourist boards, accommodation and service standards are different and not comparable. Schedule of accommodation in rooms or apartments is done by reception and is determined locally. If a customer is not expressly arranged a room / apartment with special qualities, he will accept any officially registered as a room / apartment for rent in a particular facility or destination as described in the travel program. Accommodation is not possible before 15 pm on the day of arrival, and the same shall be vacated by 11 am on the day of arrival, if the travel program unless otherwise stated. For later arrivals in accommodation facilities (after 18 hours) requires that, at least one day before departure, inform the travel agency Travel Ltd. BIZZ, if such a late arrival is not scheduled itinerary.

5. Changing the program
The travel organizer has the right to change the program if circumstances occur that can not be predicted, avoided or eliminated (see point 1). Notional pension may be replaced only accommodation in the same or higher category and at the expense of the organizers.

6. Travel documents
The traveler who is applying for travel abroad must possess valid travel documents. During registration, or by the deadline stated in the program must BIZZ Travel Ltd. submit all required information and documents to obtain visas for the country in which it travels. BIZZ travel Ltd. does not guarantee obtaining a visa. If a customer does not fulfill these obligations, shall be deemed to be withdrawn from passenger travel. The traveler is obliged to respect the customs and currency regulations. If the traveler because of non-compliance can not proceed, I shall bear all costs and consequences that result from such. If the traveler during the trip to lose his or travel documents are stolen, he shall at his own expense provide new ones. The traveler is responsible for the incurring damages, and BIZZ travel Ltd. takes no responsibility for such damage. In that case, the traveler is responsible for damages by the owner (hotels, apartments, etc.) at the reception. We recommend that each traveler personally inform the website www.mvp.hr and the list of high or moderate risk in the opinion of the MFA of the Republic of Croatia. Invalid travel documents, visas or disapproval that results in abandonment of the trip, in no respect does not obligate BIZZ Travel Ltd. and apply conditions to cancel trips.

7. The right to a dismissal of the organizer
The organizer may cancel the deal entirely or partially, if before or during his term of circumstances that can not be avoided or eliminated, and that occurred at the time of publication and sale of the organizer would be a justifiable reason to not publish a program and does not receive notification arrangements. The organizer can also cancel the arrangement if you do not sign the necessary number of passengers scheduled for an arrangement. With each program package tour announces a minimum number of passengers. The organizer is obliged to notify all customers of the cancellation at least 5 days prior to the charter, and they must repay the full amount paid arrangements.

8. Travel insurance
Pursuant to the provision of services in tourism, agency staff are required to offer the traveler a “package” travel insurance, which consists of: voluntary health insurance during their stay abroad, insurance against accidents, baggage insurance and trip cancellation insurance. By signing the contract the passenger certifies that he has offered a package of travel insurance. In case the customer requires additional insurance, it can be arranged directly with the insurance company or the BIZZ travel Ltd., whereby BIZZ travel Ltd. acts only as an intermediary.
9. Travel cancellation insurance

If, during the booking process predicts that for some reason had to cancel a trip, we recommend the payment of insurance policy cancellation. Cancellation insurance can be paid later, but only during the booking process. Cancellation insurance is only valid in the following cases, and with written confirmation of: military vocation, illness, death in immediate family. If the traveler does not have insurance cancellation, and must cancel the trip and has a certificate of military occupation, sickness or death, BIZZ Travel Ltd. reserves the right to payment under the rules and conditions laid down in Article 10 this Agreement. Upon termination of the arrangement does not pay the cost of obtaining a visa even if the traveler has cancellation insurance. Upon cancellation of the insurance policy traveler all claims to the insurance company whose insurance against cancellation possession BIZZ travel Ltd. agrees to provide all documentation necessary for the claim to the insurance company travelers, which refers to the arrangement. All cancellation terms set out in the insurance policy and each traveler is recommended to read carefully.

10. Withdrawal of travel

If the traveler cancels the trip or stop, it must be done in writing. Date of written cancellation is used for the calculation of costs, which will charge the tour, according to the following scale:

**European individual travel**

- For cancellation up to 30 days before the trip organizer will charge 20% of the price
- For cancellation 29-22 days before 25%
- For cancellation 21-15 days before 40%
- The cancellation 14-8 days before 80%
- For cancellations made 7-0 days before departure, or for "no-show", or to abort the trip which was created by passengers, the organizer will charge 100% of the price.

**Far individual travel:**

- For cancellation up to 30 days before departure 25% of the price
- For cancellations made 29-15 days before departure 80% of the price
- For cancellations made 14-0 days before departure and after departure 100% of the price

**Group Travel:**

- The cancellation of 120-91 days before departure 10% of the price
- For cancellations made 90-76 days before departure 15% of the price
- For cancellations made 75-56 days before departure 25% of the price
- For cancellations made 55-41 days before departure 50% of the price
- For cancellations made 40-31 days before departure 75% of the price
- For cancellations made 30-0 days before departure 100% of the price
- After starting the "no show" 100% of the price

When the actual costs are higher than those in the above chart, the tour operator reserves the right to charge actual costs. The above cancellation fees will apply to change the departure date or accommodation, as well as on other major changes.

11. Obligations of the tour organizer

The organizer is responsible for the implementation of services and select the service providers care of a good organizer and worry about the rights and interests according to the common law. The organizer is obliged to issue the appropriate documents for paid travel. The organizer declines any responsibility in case of default services and change caused by force majeure (point 1), and due to delays in transportation, that carrier is not liable under applicable laws and international conventions. In these cases, the traveler is responsible for all additional costs.

12. Obligations of passengers

The traveler is required:
- Have valid travel documents (identity papers). The costs of loss or theft of personal documents are covered by the traveler. Companion or a representative of the organizer will help, but on condition that the program takes place smoothly.
- Vaccinated and possess certificatas and documents of vaccination for travel to countries for which it is required by regulations, “the World Health Organization.” In this case, the traveler submitted a medical certificate. Lack of such documents and / or malfunction of personal travel documents that lead to cancellation of travel or the inability to travel is not binding on the tour, and the calculated cost of termination under Article 10.
- Respect the customs and currency regulations of Croatian as well as countries in which it resides during the journey
- Abide by the rules and regulations in all visited facilities and cooperate with the service providers in good faith
- Follow the instructions and cooperate with the tourist companion and / or representative of travel.
- When you go on trip, you should present a document on paid arrangement (voucher) to the travel companion or a representative of the organizers. This paragraph applies only to the organized group travel.

In case of failure of some of these obligations, the traveler is responsible to tour organizer for damages.

13. Luggage

Transportation of luggage to a certain weight, as determined by the carrier, is included in the price. For air transport, excess baggage the traveler pays the applicable rules and tariffs of the carrier. Children up to 2 was not entitled to free transport of luggage. BIZZ travel Ltd. assumes no responsibility for lost or damaged luggage. Claims for lost luggage should be made to the carrier or hotel. For air transportation, storage is solely responsible for the airline, on the basis of regulations that apply to air transport. In the event of loss of baggage meets airline PIR form that has made transport and delivers an airline representative and one copy retained for himself. Based on the completed form, the airline pays compensation under the regulations that apply to domestic and international passenger air traffic. In case of lost luggage at the passenger demand at points where the luggage is lost. We recommend obtaining insurance for luggage insurance.
14. Health regulations
The traveler is obliged to inform the BIZZ travel Ltd. of all facts regarding their health, habits, etc., which could jeopardize the progress of the voyage (if for medical or other reasons, certain types of food, suffering from chronic illnesses, allergies, etc.). In some programs listed are special rules for the trip, which include mandatory vaccination and provision of appropriate documents. The traveler is required to perform compulsory vaccination, and possess such certificates and documents about it. We recommend obtaining a health insurance policy.

15. Complaints
If the services of incomplete or unsatisfactory, the passenger may request compensation by filing a written complaint. The procedure for making a complaint:

- Right on the spot, the traveler advertises inadequate service with professional tour guide or representative of the organizers, and if it does, the executor service. If the traveler does not file an objection to the above-mentioned method, and consume a service, waive the right to compensation. The traveler is required to cooperate with travel companion or a representative of the organizer and executor services in good faith to rectify the problem. If the passenger refuses to accept the solution that corresponds with the service, the organizer will not accept any subsequent complaint or to respond to it.
- If the cause of the objection would be removed, with passenger travel companion or a representative of the organizer or the service providers on how prepare a written certificate in duplicate signed by both of them. The traveler keeps one copy of this certificate.
- Not later than eight days after returning traveler submitted a written complaint to the sales point where it pays arrangement, and attached a written certificate signed by a representative and potential accounts for the additional costs. The organizer will accept only properly filed complaints received within the specified period of 8 days.

The organizer is obliged to issue a written decision on the complaint within 14 days of receipt of the complaint at the point of sale. The organizer may postpone the deadline for complaints about the decision to collect information and verify the complaint with the service provider up to 14 days. The organizer will take into consideration only those complaints that could not be solved locally.

16. Insurance in case of Insolvency or Bankruptcy of the tour
In the event of insolvency or bankruptcy of the tour, travelers found travel to be the quickest way to contact the insurance company Basler Insurance Ltd., Road Worker 37b, Zagreb, and indicate the address or phone number where they can contact an insurance representative. This document is valid as a certificate of insurance in case of bankruptcy or insolvency of the tour. Policy number for insurance guarantee fund insurance package tours: 11-7002034991.

17. Liability Insurance
Pursuant to the provision of services in tourism, BIZZ travel Ltd. has with the insurance company Basler Insurance Ltd., a contract (No. 11-7002034991) against liability for damage caused to the passenger non-performance, partial performance or undue performance of the obligations relating to the package tour.

18. Protection of Personal Data
The passenger voluntarily provides personal information. Personal information is required for processing of contractual arrangements and will be used for further communication. BIZZ travel Ltd. agrees that the personal data of passengers will not leave the country except for the purpose of carrying out the agreed arrangements. Exceptions from giving personal information to third parties relating to the contract a travel insurance policy, or if the traveler insurance, then will be forwarded to his personal data to insurance companies. Personal information will be kept in the database, according to the Decision of the Management Board of the collection, processing and storage of personal data. The passenger agrees that his personal data may be used for promotional offers BIZZ travel Ltd..

20. Information
Notice that the traveler at the registration site is not valid to a greater extent than the information specified in the tour program.

21. Final provisions
These conditions and travel off all previous conditions and travel. General Terms and travel are an integral part of the contract concluded between the traveler BIZZ travel Ltd. The Parties undertake to possible cases of disputed settlement. If it is not possible, in case of dispute, the Court in Zagreb, a Croatian law is applied.

Zagreb, 01/2012