



## LEONIDAS TRAVEL CONTRACT FOR INTERNET PAYMENTS

Thank you for selecting Leonidas Travel (hereinafter LT) to arrange your upcoming trip to Croatia and surrounding Countries.

### **PAYMENT METHODS AND CONVERSION STATEMENT**

The clients may purchase services directly from LT via wire transfer, credit card authorization form or credit card internet payment or through an authorized partner of LT (Travel Agency or independent Travel Consultant).

Credit cards accepted are MasterCard®, Visa® and American Express®.

Credit card payments are possible only in Croatian local currency-KUNA. The daily exchange rate from EUROS to KUNAS will be applied as per Croatian National Bank. Wire transfers may be accepted in other currencies in agreement with LT.

### **CANCELLATION POLICY**

In the event the client wishes to cancel the travel plans made through LT the following penalties will apply (the percentages below are percentages of the entire cost of the travel arrangements made through LT, not the amounts paid to date). All dates listed below are business days, meaning Monday through Friday between 9a.m. and 5p.m. calculated by the date and time in Croatia:

- 15% from confirmation to 45 days before the first provided service;
- 30% from 44 to 25 days before the first provided service;
- 50% from 24 to 15 days before the first provided service;
- 75% from 14 to 7 days before the first provided service;
- 100% if 6 business days or less from the first provided service.

Whether some hotel/services cancellation policies are more restrictive than this one, their cancellation policy will apply.

### **BOOKING PROCESS**

Immediately upon booking the client must pay 30% of the total amount of all travel fees as deposit. Full and complete payments for travel are due no less than 60 days prior to the first provided service.

Bookings made within 60 to 15 days prior to the first provided service require full payment within 7 days of booking. Bookings made within 14 days of the first provided service require full payment within 24 hours of booking. Bookings are subject to cancellation if deposit/payments are not received within the periods stated above and cancellation fees will be imposed as set forth below. Any changes to the itinerary must be charged according to the schedule above. Any changes to the itinerary made while on location in Croatia must be paid within 4 hours of booking.

### **ONLINE PAYMENT & SECURITY**

For security reasons, after online payments, the credit card will not be automatically charged. Every payment will be monitored and manually authorized by LT during working hours. Your booking will be complete and confirmed once the payment has been authorized.

LT uses WSPay system for Internet payments. WSPay applies the most modern standards of data protection – PCI DSS certificate and Secure Socket Layer (SSL) protocol with 256-bit encryption and Transport Layer Security (TLS) Protocol which ensures that data exchange between WSPay and the authorization centers of credit card companies is done in a private network that is protected from unauthorized access.

### **ADDITIONAL PURCHASES**

For any additional services purchased on site throughout the duration of the itinerary, LT will charge the credit card on file accordingly only after a direct written confirmation from the credit card holder via email, fax or text message. Additional authorization forms for these services will not be necessary. The total prices of all the additional services together cannot be higher than the price of the travel itinerary itself. For higher amounts a new authorization form will be required.

### **TRANSFER SERVICE DELAY POLICY**

Operations are planned considering a maximum waiting time for pick-ups up to 30 minutes and for airport pick-ups up to 1 hour after which the company may be unable to complete the service.

If promptly informed LT has the availability to wait beyond the above mentioned limit extending the service.

A waiting charge of Euro 50,00 will be automatically applied.

### **CONCIERGE SERVICE & CHANGES**

LT strongly suggests not to change the existing reservation during high season (from April to November) periods in order not to jeopardize the high quality of our services. If properly informed at least 48 hours before the beginning of the service LT will check availability and advise if changes are possible. If changes are possible a fee of Euro 100,00 will be applied.

Free concierge service is provided from 8am to 8pm. Use of this service will be charged out of business hours: from 8pm to 8am. The price for calls out of business hours is 25 euro (first 30 minutes) plus 1 euro for each additional minute. Concierge costs are excluded in case of emergency situations. The conversation will be recorded for future references.

If the clients have purchased our „Butler Service“, no extra charge for „changes“ or „out of business hours“ will be applied.

### **PRIVACY**

At BOOKINGS we take our responsibility regarding your privacy, very seriously. The information we request when making your reservation, is requested in order to offer you a professional service.

We will only disclose your personal information to third parties for the purposes of completing your booking through us, in order to provide you with the information or services you have requested, or with your explicit consent. We reserve the right to disclose your personal information to certain permitted third parties including members of our own group, all trusted partners. We would again like to stress that, in accordance with the Croatian personal data protection law (D.LGS n° 103/03 and 118/06), strict security procedures are observed at BOOKINGS to prevent personal data misuse and unauthorized access.

### **CONTROL OVER YOUR DATA**

You always have the right to review the personal data you have stored with us. You can request your personal data by emailing us at [info@leonidastreavel.com](mailto:info@leonidastreavel.com). Please state 'request personal data' in the subject line of your email. If your personal data is incorrect, we will change it upon your request. You can also ask to remove your personal data from its database by sending us an email to the same email address.

### **INSURANCES**

Client's bookings are insured through a General Liability Insurance Policy (Generali Insurance d.d. n. P13-1020191920) while clients' money is insured through a Guarantee Insurance Policy (Generali Insurance n. N15-1020000486).

Travel Insurance Policy, Health Insurance Policy and Accident Policy, insurance for damage and loss of luggage are not included. LT offers these insurance policies for the territory of the Republic of Croatia. To purchase them please contact [info@leonidatravel.com](mailto:info@leonidatravel.com), otherwise LT considers that the clients have purchased all the insurance policies in their home country.

LT strongly recommends that all travelers purchase trip cancellation/interruption insurance.

### **INFORMATION AUTHENTICITY AND ACCURACY**

You can find general tourist information on tour providers / tourist services and the associated services products/services, and carry out their contracting, purchasing products/services on our website. LT is obliged to take all measures to accurate correct and quality information to its clients. All the information, data and images related to a particular service / products, LT collects from service providers and assumes no responsibility for errors and / or omissions.

### **COMPLAINT**

Clients have the right to complain any time during their traveling with LT. LT is at full disposal of the clients to resolve any issue. LT empathizes that it is in the interest of the client to act in good faith and express the desire to resolve the complain during the tour. Complaints filed after their traveling will not be taken into consideration.

### **NOTICE ON FILING CLIENT'S COMPLAINTS**

Pursuant to Article 8 Paragraph 2 of the Law on Consumer Protection ("*Narodne novine*" Official Gazette No. 79/07 and 125/07 – corr. 79/09 and 89/09 – corr., 133/09), we inform our clients that complaints regarding the quality of our services can be submitted in writing to:

Leonidas Travel d.o.o.

Beciceva 6

HR 51000 Rijeka

or via e-mail: [info@leonidatravel.com](mailto:info@leonidatravel.com)

You will receive a response to your complaint in writing within 15 days of receipt of the complaint. Required information: name and surname of the person filing the complaint, the exact address for submission of responses.

### **LEONIDAS TRAVEL D.O.O. OBLIGATIONS**

LT undertakes to take care about providing services and the selection of service providers in accordance with the best business practices, and to take care of the client's rights and interests in compliance with the best tourism practices. LT undertakes to provide the client with all the contracted services for a particular package, and to provide answers in case of possible failure to perform services or a part of services. LT shall fulfill all the obligations stated in its programs fully and as described, except in the event of Force Majeure or changed circumstances. In such cases, LT shall offer a substitute solution if possible. LT is not obliged to provide services beyond these Terms and Conditions.

### **CLIENTS OBLIGATIONS**

Client undertakes to personally meet the conditions anticipated by the Republic of Croatia's regulations and the country through which or to which they travel, and to observe the house rules in hotel and other facilities, to cooperate with the representative of the organizer and with service providers. Client is personally responsible for any damages caused, particularly for the damages that are the result of failure to observe the contract and these Terms and Conditions. Client shall cover the incurred damages immediately at the hotel reception desk and at another place stipulated by the physical or legal entity who suffered the damages.

### **FINAL PROVISIONS**

These Terms and Conditions are an integral part of the Contract that the client enters into with LT, i.e. an authorized tourist agency where they booked tour organized by LT, Possible/anticipated deviations from these Terms and Conditions must be stated with the text of the tour program, if dealing with tour operators – international travel organizers. By signing the contract, or by making a payment to LT, the client fully accepts the program and these Terms and Conditions. The issue of these Terms and Conditions makes all previous versions null and void.

### **ACCEPTANCE OF TERMS AND CONDITIONS**

By confirming the reservation via internet payment, client confirms that he/she had read, understood and accepted the Terms and Conditions of LT.