



ZIYARAT
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GENERAL TRAVEL CONDITIONS

Ziyarat d.o.o. Breza

1. ARRANGEMENT CONTENT

The organizer of your trip guarantees the implementation of the program according to the description of the arrangement in the program that he organizes and that you have received. The organizer will implement the content of the arrangement in full and in the described manner, except in the case of exceptional circumstances (war, riots, strikes, terrorist actions, sanitary disturbances, natural disasters, interventions by the competent authorities, etc.)

REGISTRATION AND PAYMENT

Travel applications are accepted at the travel organizer's office, as well as at the offices of agencies authorized by him. When applying, the traveler is obliged to provide all information or documents required by a specific travel program.

- a) When applying, the customer pays 40% of the value of the arrangement, and the remaining 60% of the amount must be paid no later than 14 days before departure.
- b) For "reservation on request", an advance payment is paid according to the price list of the responsible organizer. The organizer will not accept a reservation on request without an advance payment. If the traveler does not accept the confirmed reservation, which was made at his request, the organizer will retain the advance payment to cover the reservation costs. On the day of registration, the traveler signs the contract under the indication "I am familiar with the program and terms of the trip and I fully accept them. I confirm that I have been offered travel health insurance". In this way, everything stated in these terms becomes a legal obligation for both the traveler and the organizer.

2. CONTENT AND PRICE OF THE ARRANGEMENT

The content of the arrangement consists of, or the price of the arrangement includes, everything that the travel organizer has stated in the travel program. Special services are services that are not included in the price of the arrangement and are therefore paid for separately by the traveler. These services should be requested upon registration and are paid in addition to the price of the arrangement. Optional and special services that the traveler requests during the trip are paid to the tour guide or representative of the travel organizer in the currency of the country in which the service is provided. The prices of the arrangements are published in KM, (in € for foreign guests visiting BiH for easier understanding of the costs) and calculated according to the prices of services in reference currencies at the selling rate of the commercial bank of the travel organizer on a certain day. The organizer reserves the right to change the published prices in the event of a change in the prices of accommodation, food, transport and other services, i.e. in the event of a change in the value ratio of the currencies that are the basis for calculating the price of the

arrangement up to 10%, the consent of the buyer is not required (the increase is calculated on all parts of the payment). In the case of an increase of more than 10%, the customer has the right to terminate the contract without obligation to compensate for damages.

3. CATEGORIZATION and DESCRIPTION OF THE SERVICE

The offered accommodation facilities, restaurants, means of transport, etc., are described according to the official categorization of the local tourist organization at the time of the program release. The standards of accommodation, food, services, etc., of individual places and countries are different and not comparable. The information that the traveler receives at the point of sale does not bind the organizer to a greater extent than the information provided in the travel program.

4. PROGRAM CHANGE

The travel organizer has the right to change the program if extraordinary circumstances occur that cannot be foreseen, avoided or removed (see point 1). Contracted accommodation can only be changed in a facility of the same or higher category, at the organizer's expense.

5. ORGANIZER'S RIGHT TO CANCELLATION

The organizer can cancel the arrangement in whole or in part if extraordinary circumstances occur before or during its duration that cannot be avoided or removed, and if they had occurred at the time of the announcement and sale of the program, they would have been a justified reason for the organizer not to publish the program and not to accept applications for the arrangement. The organizer can also cancel the arrangement if the necessary number of passengers for a specific arrangement is not registered. Along with the program of each arrangement, the organizer of each trip publishes the minimum number of passengers. The organizer is obliged to inform all customers about the cancellation at least 5 days before the start of the trip, and to return the entire amount paid.

6. PASSENGER WITHDRAWAL FROM TRAVEL

If the passenger wants to cancel the trip, he must do so in writing. The date of written notice is the basis for the calculation of notice costs according to the following scale:

- for cancellation up to 30 days before the trip, the organizer charges 10% of the price of the arrangement, and at least 40 KM,
- for cancellation from 29 to 22 days before the trip 25%
- for cancellation from 21 to 15 days before the trip 40%
- for cancellation from 14 to 08 days before the trip 80%
- for cancellations from 07 to 00 days before departure, the organizer will charge 100% of the price of the arrangement,
- if the passenger does not show up or does not cancel the arrangement after its start, the organizer will charge the entire amount of the arrangement.

When the actual costs incurred or when the share of fixed costs of the group is higher than those in the specified scale, the travel organizer reserves the right to collect the actual costs incurred. The mentioned cancellation costs also apply to changes in the date of departure or the accommodation facility, as well as to all other important changes.

If the canceling passenger finds a new user of the same reservation, the organizer charges only the costs caused by the replacement. In the case of cancellation of all arrangements, the cost of obtaining a visa or travel documents will not be paid.

7. OBLIGATIONS OF THE TRAVEL ORGANIZER

The organizer is obliged to take care of the implementation of services, as well as the selection of service providers with the attention of a good organizer, and to take care of the rights and interests of travelers in accordance with good customs in tourism. The organizer is obliged to provide the traveler with all the listed services for a specific arrangement in the program and is responsible to the traveler for the eventual impossibility of performing the services or parts of the services. The organizer excludes any responsibility in case of changes and non-performance of services caused by force majeure (item 1) and due to the delay of means of transport for which the carrier is not responsible according to positive regulations and international conventions. In these cases, the passenger pays all additional costs

ARRANGEMENTS WHERE ZIYARAT d.o.o. Breza is NOT A TRAVEL ORGANIZER:

In cases where Ziyarat d.o.o. is not a travel organizer, he acts as an informant. Therefore, it forwards the received information about the arrangement to the passenger, and only helps him with the application, while the conditions, applications, payments, etc. in accordance with the valid general terms and conditions of the travel organizer. Such programs are specially marked. Ziyarat d.o.o. sells such arrangements on behalf of other persons and for another's account. The traveler settles possible complaints with the travel organizer, while Ziyarat d.o.o. it just helps.

8. OBLIGATIONS OF PASSENGERS

The passenger is obliged to:

- have valid travel documents. The costs of loss or theft of documents during the trip are borne by the passenger. A companion or a representative of the organizer will help, but on the condition that the program runs smoothly. If a visa is required for a trip, the tour operator may, at the request of the traveler, when possible, mediate in obtaining it for an additional fee, but does not guarantee obtaining a visa,
- get vaccinated and mediate certificates and documents on vaccination for travel to countries for which it is required according to the regulations of the World Health Organization. In such a case, the traveler shall submit a medical certificate. Failure to possess these documents, as well as/or incorrect travel documents that lead to cancellation of the trip or inability to continue the trip, do not bind the tour operator and cancellation costs from Article 7 will be calculated,
- comply with the customs and foreign exchange regulations of the laws of Bosnia and Herzegovina, as well as the countries in which the traveler stays during the trip,
- adhere to the house rules in all visited facilities and cooperate with the tour guide and/or the tour operator's representative,
- present a document on the paid arrangement to the tour guide or the tour operator's representative upon departure for the trip (original voucher, payment receipt, copy of the transfer). In case of non-compliance with these obligations, the traveler is liable to the organizer for the damage caused.

9. LUGGAGE

Luggage is transported at the traveler's risk, therefore it is recommended to insure luggage with an insurance company. The tour organizer is not responsible for damaged or lost luggage, nor for the theft of luggage or valuables in the hotel (we recommend renting a safe). The traveler must report damaged or lost luggage to the carrier or at the reception of the accommodation facility, depending on where the damage or loss occurred.

10. TRAVEL INSURANCE

The travel agency where the package is paid for is obliged to offer the traveler a "package" of travel insurance, which consists of health insurance for the traveler during his stay abroad and travel cancellation insurance, which are offered for both trips abroad and in our country. By accepting the travel contract, which also includes these travel conditions, the buyer confirms that he has been offered a "package" of travel insurance.

11. JURISDICTION OF THE COURT

The buyer of the service from the program in question has the right to file a complaint with the program organizer. If the buyer is not satisfied with the organizer's decision, he or she has the right to judicial arbitration. In such a case, the jurisdiction of the court in the place of the responsible organizer's registered office is agreed.

12. INSURANCE FOR THE EVENT OF INABILITY TO PAY OR BANKRUPTCY OF THE TRAVEL ORGANIZER

In accordance with the Law, in the event of inability to pay or bankruptcy of the travel organizer, travelers caught on the trip, as well as persons who have paid advance payments for the trip, should contact the insurer specified on the travel certificate or other appropriate document as soon as possible.

13. COMPLAINTS

The travel organizer does not accept complaints and refunds for special offers (last minute, ultra last minute, fortune programs), and free trips.

14. WARNING

These general travel conditions are an integral part of the contract that the traveler concludes with the travel organizer, or the authorized travel agency where he or she registered for the trip organized by this travel organizer. By signing the contract, the traveler fully accepts the program and conditions of the trip. This edition of the travel conditions supersedes all previous editions.

Travel organizer

M.P.
