

GENERAL TERMS AND CONDITIONS FOR IDEA D.O.O.'S PROGRAMS

1. GENERAL TERMS AND CONDITIONS

These General Terms and Conditions are an integral part of the travel arrangements between Idea d.o.o. or an authorized travel agent on Idea d.o.o.'s behalf and the passenger (hereinafter: Client) booking any Idea product - a scheduled day trip, private day trip, shorex or private multi-day travel package (hereinafter: travel arrangement). The General Terms and Conditions are accepted by the Client at booking and applicable immediately from the moment the Client confirms their booking for the agreed Idea d.o.o. travel arrangement with Idea d.o.o..

2. BOOKING AND PAYMENTS

The Client can book a travel arrangement in Idea d.o.o. by phone, e-mail, online or through an authorized travel agent on Idea d.o.o.' behalf. By making a booking Idea d.o.o. and the Client agree to a specific travel arrangement and all information directly related to it – duration, itinerary, booking procedure, payment method, payment conditions etc. At booking the Client must provide all the necessary information and personal details required by the booking form and pay the full (100 %) amount when booking any Idea Travel scheduled day tour or Idea Travel private day tour. At booking the Client must provide all the necessary information and personal details required by the booking form and pay the amount of 30 % avans payment of the total travel arrangement costs for multi-day package tours, unless stated differently in the travel arrangement. The Client must settle the remaining amount 30 days before departure date at the latest. In case the Client fails to pay the remaining amount of the travel arrangement by this day, it is considered that they have cancelled their booking. In such case Idea d.o.o. follows the regulations of these General Terms and Conditions AMENDMENT AND CANCELLATION OF BOOKING ON BEHALF OF THE CLIENT (Section 5).

2.1. CREDIT CARDS

Idea d.o.o. accepts major credit cards (Visa, Visa Electron, MasterCard and Maestro) for payment for travel arrangements. Credit card charges require specific information, which will be processed only upon submitting a completed Idea d.o.o. submission form. There might be additional charges or service fees for credit / debit card payments.

3. PRICE OF TRAVEL ARRANGEMENT

Price of travel arrangement is stated in every travel program and becomes valid with the day of the publication of each program. Prices for all the arrangements are given in Euros (EUR). Idea d.o.o. reserves the right to change the prices according to the Obligations Code (the changes take place due to changes in currency exchange rates, changes in transport tariffs, changes in fuel prices, ...). Should prices of travel arrangements change, Idea d.o.o. has the responsibility to inform the Client 20 days before the day of departure at the latest. If the price of the agreed travel arrangement exceeds 8%, the Client has the right to cancel their booking without any additional costs. Yet any cancellations under these circumstances must be made 2 days after the Client has been notified of the price change at the latest. Idea d.o.o. has the right to state in the agreed travel arrangement that the Client should pay for the optional services that are part of the agreed travel arrangement (services that are clearly specified under section NOT INCLUDED) directly to the service provider on spot. In such case, the Client takes fully responsibility to claim any reclamation demand to the service provider directly.

4. CATEGORIES OF SERVICES

Every travel arrangement clearly specifies on what services are included in the total price and which are not an are clearly visible to the Client under sections INCLUDED and NOT INCLUDED. Specific services are to be considered extra and are not included in the price of the travel arrangement: single room supplement, different room types from those specified in the travel arrangement, additional or special meals, additional excursions etc. and are clearly specified under section NOT INCLUDED. Also subject to extra payment regardless the costs of the travel arrangement are the following: visa costs, airline tickets and fees etc., which are clearly specified under section NOT INCLUDED. All these extra services are to be paid by the Client separately (in addition to the basic

arrangement costs). When making a booking, the Client can express their wishes regarding special services whenever possible, which will be subject to additional costs that must be covered by the Client. Extra services must be paid (in correspondent local currency) to the travel guide or Idea d.o.o. representative wherever these services take place. During travel, the Client can purchase extra services (accommodation services, meals, excursions, entrance fees for attractions) that are run by local providers and separately from Idea d.o.o. If purchasing any of such extra services, the Client will be subject to their terms and conditions. Unless the Client requests a specific level of accommodation (specific number of stars), accommodation of national categorization of the destination country will be included in the travel arrangement. Idea d.o.o. has the right to inform the passenger about the name of the accommodation upon arrival to the destination.

5. AMENDMENT AND CANCELLATION OF BOOKING ON BEHALF OF THE CLIENT

The Client is entitled to cancel or change the agreed travel arrangement directly with the operator where the booking was made.

Idea d.o.o. has the right to charge the Client an administration fee of 25 € (EUR) for any amendment of the confirmed travel arrangement.

The Client has the right to cancel the booking. Cancellations must be in writing and addressed to Idea d.o.o., if the booking was made directly to Idea d.o.o. (Authentic Ljubljana website, e-mail, phone). If the booking was made through an authorized travel agent, all amendments and cancellations must be addressed directly to them. The authorized agent may vary cancellation charges in addition to the ones specified below. Clients are advised to always check cancellation policy with the specific agent at booking.

Idea d.o.o. cancellation fees specified below depend on periods of notice given prior to departure date and are expressed in % of the total travel arrangement price.

Cancellation policy for Idea d.o.o., Authentic Ljubljana tours, private day tours, private multi-day package tours and shorex tours:

- 59-45 days before departure, cancellation fee is 15% of total price

- 44-30 days before departure, cancellation fee is 30% of total price
- 30-15 days before departure, cancellation fee is 50% of total price
- 14-8 days before departure, cancellation fee is 75% of total price
- 7 -0 days before departure, cancellation fee is 100% of total price
- For no-shows cancellation fee is 100% of total price.

Cancellation policy for Idea d.o.o. scheduled day tours:

- 0 cancellation fee for any cancellation up to 48 hours before the tour
- Cancellations between 48 and 24 hours before the tour, 50 % cancellation fee applies.
- Cancellations made 24 hours before the tour or less, 100 % cancellation applies.
- Cancellation on the day of departure for tours starting later than 8:30 am, will be subject to a cancellation fee equivalent to the cost of the trip.

The client is entitled to terminate a travel arrangement during its execution but has to provide a written statement clearly stating their intention to terminate the travel arrangement in process. If the Client decides to terminate the travel arrangement in such circumstances, they shall not be entitled to any reimbursements of costs or purchase price, neither in part nor entirely. Should a Client decide to change the agreed itinerary of the travel arrangement or they do not travel in accordance with the agreed itinerary of the travel arrangement, it shall be considered that the Client has withdrawn from the travel agreement. In such case the Client has no right to any reimbursements of costs or purchase price, neither in part nor entirely.

Cancellation of individual clients from a multiple booking where a group discount rate applies, such discount rate will be forfeited as the qualifying criteria can no longer be met. The total price for the remaining clients of the same group booking will be adjusted accordingly.

The Client is fully responsible for all the costs and consequences, which may occur due to incorrect information they had provided Idea d.o.o. or other authorized travel agent when making a booking. Idea d.o.o. is entitled to compensation for damage if the Client failed to provide Idea d.o.o. correct information of any kind that could affect the execution of the travel arrangement and where it is discovered that the Client intentionally failed to provide Idea d.o.o. required information and additional costs of such scenario occurred.

6. AMENDMENT AND CANCELLATION OF TRAVEL ARRANGEMENTS ON BEHALF OF IDEA d.o.o.

Based on the valid legislation, Idea d.o.o. has the right to cancel group travel arrangements 7 (seven) days prior to date of departure at the latest, in case the minimum required has not been reached (not enough bookings received for the realization of the travel arrangement). Idea d.o.o. scheduled day tours can be cancelled 15 (fifteen) hours before the scheduled tour at the latest. The lowest number of passengers required is determined with every program individually and available on Idea d.o.o. website and brochures, leaflets, catalogues. Should this happen (the number of guests does not reach the minimum required for the realization of the travel arrangement), Idea d.o.o. is free of any responsibility for the damage compensation to the guests, who booked the travel arrangement, yet every passenger is fully reimbursed of the payment they had previously made for the cancelled travel arrangement.

Idea d.o.o. has the right to partially or completely resign from the travel agreement with the Client (individual traveller, group of more travellers, authorized travel agent), in case, before departure day as well as during the duration of the travel arrangement, unexpected circumstances occur, which could not had been anticipated, eliminated or avoided. Such circumstances represent for Idea d.o.o. a justified cause in which the agency, in presence of such circumstances, would not have concluded the travel arrangement as agreed at booking the travel arrangement. Idea d.o.o. reserves the right to amend or alter a travel arrangement, as well as fully or partially withdraw the travel arrangement, in case of force majeure (i.e. political unrest, war or threat of war, riots, closure of airports, closure of ports, terrorist activity, natural and nuclear disasters, fire, epidemic, adverse weather conditions or other similar events out of the agency's (Idea d.o.o.) control). Idea d.o.o. has in such case the possibility to offer the Client its services in another form - substitute with alternative arrangements of comparable value at no extra costs or provide a full or partial refund if essential elements of the package, other than price, are changed significantly.

Idea d.o.o. has the right to change the date and time of departure or to cancel a travel arrangement due to a change in flight schedules or any other changes regarding means of transport included in the travel arrangement due to force majeure. Idea d.o.o. has the right to change the direction of the travel arrangement due to changes of unexpected conditions of travel (change of transport provider timetable, force majeure

or any other unexpected cause, that is out of the agency's control) without any reimbursement for the damage and according to the valid regulation of the passenger traffic.

Should Idea d.o.o. cancel travel arrangements due to force majeure, the Client is not entitled to a refund for visas, vaccination costs and other services that were purchased by the Client individually and not arranged by Idea d.o.o. (airline tickets, entrance fees, transport services, meals etc.).

If Idea d.o.o. withdraws from the travel arrangement during its execution (duration), the Client is entitled to a refund for the missing services. However, the Client is not entitled to a refund of administrative costs and fees of insurance taken out with an insurance company.

Idea d.o.o. reserves the right to change the Client's agreed accommodation facility, to move them to another facility of the same or superior category, due to force majeure and other situations where such modifications were impossible to have been anticipated or avoided.

Idea d.o.o. has the right to partially or completely resign from the travel agreement with the Client during the duration of the travel arrangement, if the Client does not follow generally accepted behaviour rules in the country where travel arrangement takes place. If the Client with such behaviour endangers the wellbeing and health of other passengers and prevents the representative of the agency to execute the agreed travel arrangement, Idea d.o.o. has the right to partially or completely resign from the travel agreement.

7. TRAVEL DOCUMENTS

All Clients, who book a travel arrangement abroad, must have a valid passport or another suitable document that enables them to enter a foreign country. In case certain countries condition the entry to the country with a specific document (visa), the Client must acquire these documents before the travel or until the date stated in the program. Clients who are not EU residents, must acquire all the necessary documents, required by the countries of the travel destination and the ones they cross when travelling. Underaged clients (less than 18 years old), must acquire all the necessary documentation for border crossing for underage passengers. Should a Client fail to fulfil obligations given or

should it occur that due to the Client's unregulated documents they are not able to travel or for the same reason, they have to terminate or cancel the travel arrangement during its duration, Idea d.o.o. follows the terms and conditions. In case Idea d.o.o. mediates in the procedure of acquiring a visa for the passenger, the agency cannot guarantee that its mediation will be successful. Mediation in the procedure of acquiring visa is not included in the price of the travel arrangement and must be paid by the Client in addition to the costs of the travel arrangement. The cost of mediation in the procedure is not returned to the Client in any case. Should the Client lose their documents during the duration of the travel arrangement or should documents be stolen, and are necessary for the continuation of travel or for the Client's return to their home country, the Client has to provide for new documents on their own costs. In case the Client has to interrupt the travel arrangement due to documents loss or theft, they are not entitled to the proportional reimbursement of the paid price of the travel arrangement.

8. CUSTOMS AND CURRENCY CONTROL REGULATION

All Clients must respect the customs and currency control regulation of the Republic of Slovenia, as well as of other countries they are travelling to. Should the Client, due to disrespect of these regulations, be unable to continue the travel, the Client is the only one to carry the consequences and costs, as a result of such situation.

9. HEALTH REGULATION

According to the regulation of the World Health Organization the Client is required to get vaccinated before travelling to certain countries, as well as to acquire adequate corresponding documents confirming vaccination. Vaccination is obligatory even in cases when such health regulation was accepted after the booking was made. Rejection of vaccination is not an excusable reason for the cancellation of booking, unless there are contradictions for the Client's health. In such case the Client has to provide official medical statement. Idea d.o.o. is not responsible for eventual complications or the cancellation of the travel on behalf of the Client which could occur due to disrespect of health regulations of the country they are travelling to.

10. LUGGAGE

The transport of luggage is free up to a certain weight limit, determined by the transport provider. Idea d.o.o. does not take any responsibility for luggage damage or loss. The Client must report luggage loss or damage directly to the company that provided transport or to the accommodation facility, where the Client is staying. When travelling by airplane, according to the regulation, valid in the international air passenger traffic, the airline is the one responsible for luggage. Idea d.o.o. is not responsible for luggage theft or damage as well as for other personal belongings, valuables and documents in the accommodation facility, where the Client is staying (hotels, hotel rooms, apartments, etc.).

11. COMPLAINT

Every Client – holder of a travel agreement with Idea d.o.o., has the right to submit complaints due to unsatisfactory services provided by Idea d.o.o. According to Consumer Protection Act (*Slovene: Zakon o varstvu potrošnikov – ZVPot*), the Client has to provide the reasons for filing a complaint and provide relevant evidence for unsatisfactory service (irregularities or deviations from the primarily agreed and paid travel arrangement) to the responsible person for the services (Idea d.o.o. headquarters), Idea d.o.o. official representative at destination or the local service provider at the travel destination. The Client must hand in a written complaint 15 (fifteen) days after the conclusion of the travel arrangement at the latest. In case the Client fails the legally determined date for handing in the complaint, it will not be considered valid. Without providing a written complaint addressed to Idea d.o.o., it will not be subject to consideration nor reimbursement or reduction claim or any other type of claim. At filing the written complaint, the Client must provide relevant confirmation of the hotel manager, transport service provider or other authorised person that will confirm the Client's claims, which will serve as a base for further reimbursement claim (for example, confirmation of payment or receipt). If Idea d.o.o. is responsible for not executing the travel arrangement or single services included in the travel arrangement, the Client is entitled to a refund or partial refund of the real value of the unsatisfactory services. If Idea d.o.o. fails to provide the agreed services, the Client is entitled to a refund for the not used services in accordance with the applicable

regulations of the Consumer Protection Act (*Slovene: Zakon o varstvu potrošnikov – ZVPot*). Idea d.o.o. is free of any refund claim in cases clearly stated in section 6, when Idea d.o.o. has the right to cancel, change or modify the agreed travel arrangement.

12. INSURANCE

Idea d.o.o. requires that the Client provides individually comprehensive insurance cover for cancellation, medical expenses, personal accident, personal baggage, money and public liability before the travel arrangement starts. When travelling abroad, it is recommended to obtain health insurance with global coverage.

13. DATA PROTECTION STATEMENT

All information that the Client provides in order to make a booking, are held secure by Idea d.o.o.. The information are passed on to the relevant suppliers of the travel arrangements. The information may be forwarded to public authorities such as customs or immigration required by them, or as required by law. Certain information may also be passed on to security or credit checking companies. Idea d.o.o. will pass on clients' information to persons responsible for their specific travel arrangements and services. This may apply any sensitive information that are provided by the Client such as details of any disabilities, dietary or religious requirements. Such sensitive information will be passed on to suppliers directly in case they are required by them to provide all details of your booking. By accepting these General Terms and Conditions clients consent this information being passed on to the relevant persons. Where the data might be passed on for marketing purposes, clients have the right to decide in the settings sections or eventually opt out of future marketing activities.

14. PREMISES

All the prices of Idea d.o.o. travel arrangements include value added tax. By booking a travel arrangement offered by Idea d.o.o., each Client gives Idea d.o.o. permission to use all photo and video material produced during the travel arrangement (the photographs and videos may include Clients) for

promotional and commercial use. The Client is personally liable for any misbehaviour or damage they cause by misbehaviour, especially for damage resulting from not respecting these General Terms and Conditions. The client is responsible to cover for the damage immediately in the hotel or any other location (designated by the natural or legal person) that has suffered from FINAL damage. In the event of dispute between Idea d.o.o. and the Client all legal procedures are in competence of the Court in Ljubljana. Idea d.o.o. does not take responsibility for mistakes that may occur in the promotional material (catalogues, leaflets, brochures and websites). These General Terms and Conditions replace all the previously issued General Terms and Conditions.