

On the basis of Article 68, paragraph 1, point 2, and in accordance with Articles 70 and 71 of the Law on Tourism ("Official Gazette of RS" No. 17/2019), the director of the Tourist Agency Talas travel doo from Belgrade, ul. Svetozara Markovića 44/4, 11000 Belgrade, VAT: 108811335 ID: 21072109 on 1.11.2024. year determines the following:

GENERAL TRAVEL CONDITIONS

1. PRE-CONTRACTUAL NOTICE:

By signing the standard contract-confirmation of travel (hereinafter: the Contract) with his signature on behalf of all passengers from the Contract (hereinafter: the Passenger) confirms that he has been served with these General Terms and Conditions of Travel (hereinafter: the General Terms), the confirmation of the Travel Guarantee and prepared and published in advance travel program (further: Program), that he, like all travelers from the contract, is familiar with them and fully accepts them, as well as that he is familiar with the optional travel and health insurance options.

The provisions of these General Terms and Conditions form an integral part of the Agreement between the Traveler and TA "Talas travel doo" as the travel organizer (further: the Organizer) and are binding for both contracting parties, except for the provisions defined in a separate written agreement or Program. Pre-contractual notification is more precisely defined in the Travel Program in accordance with Article 93 of the ZOZP.

2. APPLICATIONS, PAYMENTS AND CONTRACT:

The Passenger submits the application in writing or on a permanent record carrier, via a form or via e-mail. The traveler can register for the trip at the headquarters, branches, or separate special areas of the Organizer, as well as at travel agencies that have a contract with the Organizer on the intermediary sale of the trip (further: Intermediary). An intermediary who offers for sale and sells a tourist trip is obliged to indicate the capacity in which he acts in the Travel Program and Travel Confirmation. The Passenger's application becomes valid when it is confirmed by the conclusion of the Agreement, in the manner in which the Application was made, and by the payment of an advance payment in the amount of 50% of the price of the arrangement, unless otherwise agreed. The rest of the agreed price, unless otherwise agreed, is paid 15 days before the start of the trip. If the Traveler does not make the full payment within the deadline, he is considered to have canceled the trip in accordance with point 12 of the General Terms and Conditions. Each advance payment is treated as a payment for all passengers, not just for one specific passenger from the Agreement.

Upon conclusion of the Agreement, the Program becomes an integral part of it and cannot be changed, unless the contracting parties expressly agree otherwise or if changes occur due to force majeure. If the Agreement is canceled or amended, the cancellation provisions and amendments apply to all passengers listed in the Agreement.

The timeliness of payment is determined by the date of payment to the account of the Organizer or Intermediary. In case of untimely payment in full, advance payment or payment of the remaining part of the payment of the arrangement, the Travel Organizer may withdraw from the Agreement and request compensation in accordance with point 12 of these General Terms and Conditions.

3. OBLIGATIONS AND RIGHTS OF THE ORGANIZER:

- In the Contract, apart from the services from the Program, special requests of the passengers are entered, with which only the Organizer has agreed,
- Pay the proportionate real difference between the contracted price and the price of the trip, reduced in proportion to the non-performance or incomplete performance of the Contract (further: Price reduction), due to the timely and well-founded written complaint - objection of the Traveler, in accordance with the law and these General Terms and Conditions, unless the omissions are execution of the Contract caused by the Passenger's fault.

- Before departure, submit the name, address and telephone number of the local representative, i.e. the partner's local agency, and exceptionally and if necessary, the address and telephone number of the Organizer for emergency assistance to the Traveler,
- He is not responsible for the services provided to the Traveler by other persons outside the Program,
- All verbal and any other type of information, which differs from those contained in the Program, Agreement or Special Agreement and these General Terms and Conditions, do not bind the Organizer and cannot be the basis for raising objections or complaints from passengers.

4. OBLIGATIONS AND RIGHTS OF PASSENGERS:

- To get acquainted in detail, like all persons from the Agreement, with the Program, General Conditions and Travel Guarantee, to highlight special requirements that are not included in the published Program,
- To provide optional travel insurance policies, because the Organizer does not provide them and is not responsible for them,
- To pay the agreed price under the terms, deadlines and in the manner provided for in the Agreement,
- To provide the Organizer in a timely manner with accurate and complete data and documents necessary for organizing the trip and guarantee that he, his documents, luggage, etc., meet the conditions set by the regulations of our, transit and destination countries (border, customs, sanitary, monetary and other regulations) ,
- To compensate for damage caused to direct service providers or third parties by violating legal and other regulations and these General Terms and Conditions,
- To appoint another person in a timely manner to travel instead of him/her, to compensate the Organizer for the actual expenses caused by the replacement and to be jointly and severally liable for the unpaid part of the contracted price,
- To communicate a justified complaint on the spot without delay, as a rule in writing, to the Organizer or to the persons listed in the travel documentation,
- Before the message is that before concluding the contract, the traveler is informed via the website of the Ministry of Foreign Affairs of the Republic of Serbia (www.msp.gov.rs) and in other ways, about the so-called countries. high or moderate risk.

5. PRICES AND CONTENT OF SERVICES:

The organizer sells the tourist trip at the sales price, which is expressed in a single amount. The sales price can be expressed in dinars and in foreign currency. When the prices are expressed in a foreign currency, and the calculation of payments is made in dinars, the official middle exchange rate of dinars of the NBS on the day of payment is applied. The prices are based on the Organizer's business policy and cannot be objected to by the Passenger.

Services performed abroad (which are not pre-contracted and paid for) The passenger pays on the spot to the immediate provider of the service.

The sales price from the Contract includes all those costs that form an inseparable part necessary for the realization of a tourist trip and includes a pre-prepared and published combination of at least two or more services of average quality, usual for a given destination and facilities, namely: accommodation, meals, transportation, transfers , regular services of the representative at the destination, preparation and organization of the trip, and which is expressed in a single amount that the Traveler pays (further: Standard services).

The price of the arrangement does not include, unless something else has been separately agreed upon (further: Special contract), the costs of: local tourist guide, special services of the organizer's representative, tourist animator, optional programs, use of sunbeds and umbrellas, obtaining visas, tickets to facilities and events, passenger and luggage insurance, room service, use of room bar, air conditioning, recreational, medical, telephone, etc. service, reservation of a special seat in the vehicle, accommodation costs in a single room, rooms with special characteristics (view, floor, size, balcony, etc.), additional meals, etc. (further: Special services). The mediator is not authorized to contract special services on behalf of the Organizer that are not provided for in the Program.

The conditions related to obtaining discounts for children as well as other benefits that are specifically

provided in the Program are determined by the direct service providers and should be interpreted restrictively (e.g. for children up to two years of age, the relevant calendar date is when the child turns two year in relation to the date of the start of the trip, not the date of conclusion of the contract). In case of wrongly stated age of the Passenger, the Organizer has the right to charge the difference up to the full price of the trip.

They are not included in the price and the Organizer cannot be responsible to the Passenger for optional and subsequently performed services, performed and charged for by a foreign partner, i.e., a direct service provider, which were not provided for in the Program or Special Agreement, as well as for the Passenger's participation in sports and other free activities.

If, within the specified period, the Traveler does not notify the Organizer in writing that he is withdrawing from the Agreement, he is considered to have agreed to the new price, which may also be through the payment made.

6. PRICE CHANGE AND THE PASSENGER'S RIGHT TO CANCELLATION:

The organizer can increase the agreed price from the travel arrangement contract if this right has been agreed and if it has been agreed that the traveler has the right to reduce the price. The organizer can increase the price, that is, the passenger can decrease the price, in the event of a change: 1) in the price of passenger transportation that occurred due to a change in the price of fuel or other energy sources; 2) existing taxes or the introduction of new taxes, including residence taxes, airline taxes or taxes for embarkation or disembarkation in ports and airports; 3) exchange rate related to the tourist trip.

If the price increase is greater than 7% of the total price of the tourist trip, the organizer cannot unilaterally change the price. Regardless of the scope of the price increase, such an increase will be possible only if the organizer informs the passenger about the increase in an understandable and non-deceptive way and provides a documented explanation for such an increase and calculation, which notification is delivered to the passenger on paper, on another permanent record carrier or electronically, with confirmation of receipt, at least 20 days before the start of the tourist trip. If the contract on a tourist trip foresees the possibility of a price reduction, the organizer will provide the traveler with the right to a price reduction in proportion to the cost reduction that occurs after the conclusion of the contract, and before the start of the trip. In the event of a price reduction, the organizer has the right to deduct the costs from the compensation owed to the passenger, with proof of those costs, if the passenger requests it. If within a reasonable period of time, no longer than 48 hours, the Traveler does not notify the organizer in writing that he accepts the change in the agreed price, he is considered to have terminated the Agreement. Subsequent price reductions of the Program outside of the stated reasons cannot apply to already concluded Contracts and cannot be the basis of any complaint by the Traveler to the Organizer ("last minute" prices).

7. CATEGORIZATION AND DESCRIPTION OF SERVICES:

All services listed in the Program include standard services of average quality, common and specific to certain destinations, places and facilities. In the village if the passenger wants some services outside the Program, a Special Agreement must be concluded on this. The Organizer is not responsible for descriptions of services in catalogs - publications or on the websites of direct service providers (eg hotels, carriers, etc.), unless the Traveler has been expressly directed to them. The Organizer is only responsible for the descriptions of the services contained in its Programs, that is, on its website. Accommodation facilities and accommodation units, means of transport, etc. The services, described according to the official categorization of the domicile country at the time of publication of the Program, are different and not comparable by destination, even within the same destination. Nutrition, comfort and quality of service depend primarily on the price of the arrangement, chosen destination and categorization, determined by local-national regulations and outside the control and influence of the Organizer. The start and end date of the trip determined by the Program does not imply a full-day stay of the traveler in the accommodation facility, i.e. the destination. The time of departure or arrival of passengers and the entry or exit of passengers from the accommodation facility is determined by procedures at border crossings, road conditions, permits from competent authorities, technical and weather conditions or force majeure, which

may affect the departure time of aircraft and other means of transport which the Organizer cannot influence, and therefore the Organizer is not responsible for such cases. The first and last day of the Program are intended for travel and do not include a stay in a hotel or destination

- but only indicate the calendar day of the start and end of the trip, so the Organizer is not responsible for evening, night or early morning flight, entering the room late in the evening, leaving the hotel in the early morning and similar. For air travel arrangements, the agreed travel start time is the passenger's meeting at the airport, which is at least 2 hours earlier than the first published departure time, by the airline. In the event of a postponement of the stated departure time, the Organizer bears no responsibility, but national and international regulations in the field of air traffic are applied. As a rule, the departure - arrival, take-off - landing of the plane, for charter flights, is in the late evening or early morning hours, and if, for example, provided the agreed initial or final meal in the form of the so-called of a "cold meal" in the accommodation facility, it is considered that the Agreement has been fully executed.

The services of a tourist guide, chaperone, local guide, animator or local representative do not imply their all-day and continuous presence, but only contact and necessary assistance to the Traveler, according to pre-determined periods of periodic duty, published on the notice board or in another suitable way. The instructions and instructions of the authorized representative of the Organizer (especially regarding the time of departure, transportation, accommodation, legal and other regulations) are binding on the Traveler, and non-compliance with the aforementioned instructions constitutes a breach of the Agreement, and all possible consequences and damages in such a case are borne by the Traveler in full.

If the circumstances beyond the will and ability of the organizer dictate that the flight or transportation should be moved to another airport or place, the organizer is obliged to offer the traveler another suitable transportation, until the end of the tourist trip, without additional costs for the traveler, as well as to pay the possible difference in price between the contracted and provided services /Article 103. ZOZP/.

When a third party takes the place of a person who reserved a certain tourist service, the Organizer has the right to compensation for the incurred necessary costs of the change. The passenger and the person stepping on

his place are jointly and severally liable for the payment of the contracted price and the costs of replacing the passenger. The organizer will not accept the replacement of passengers if the change is not timely, if there are special requirements in relation to the trip or if it is not in accordance with the law or other legal regulations.

8. ACCOMMODATION, FOOD AND TRANSPORTATION:

8.1. Accommodation: must be specified in the Travel Program, with a note that:

- The Passenger will be accommodated in any officially registered accommodation unit in the accommodation facility described in the Program, regardless of the Passenger's characteristics, location and position of the facility, number of floors, proximity to noise, parking, etc. characteristics,
- Three-bed and four-bed accommodation units (rooms, studios, apartments, etc.) are determined in accordance with the categorization and regulations of the domicile country.
- The Organizer is not liable to the Passenger for damage caused by his non-compliance with legal regulations, prescribed rules and customs established by carriers, hoteliers and other direct service providers,
- The traveler assumes the obligation to learn about and respect the rules of behavior in the accommodation facility, especially regarding: depositing and keeping money, valuables and valuables, bringing food and drinks into the rooms, observing order, staying and leaving the room at a certain time, the number of people in the room, etc. ., because the Organizer is not responsible for damages caused on that basis.

8.2. Diet: must be indicated in the Travel Program, with a note that:

- Variety, quality of food and everything the quality of food depends mainly on the price of the arrangement, the category of the facility, the destination and local customs, regardless of whether the service is self-service or served (menu),
- All inclusive service and any other service, includes services according to internal hotel rules, and does not have to be identical even within the same category at the same destination. The organizer informed

the Traveler about the content of the All inclusive service in written form,

- Breakfast, unless otherwise indicated in the Program, includes a continental breakfast,
- If the capacity occupancy in the hotels is below 30%, it is possible that instead of self-service, food service can be provided by serving, if it is provided for in the Travel Program.

Food conditions are identical in the accommodation facility, regardless of whether children are traveling according to the Agreement,

elderly persons, or persons with special needs. In case, on the spot, the Traveler reaches a different agreement with the immediate food provider, the Organizer bears no responsibility for the food service provided in accordance with that agreement.

Transportation: Unless otherwise specifically agreed:

- Transportation and transfers are performed by standard tourist buses or other means, according to the regulations and criteria valid in the country where the carrier employed by the Organizer is registered, and the regulations, principles and rules determined by the carrier are applied (e.g. transportation in any transport the means does not include numbered seats, nor included meals and drinks during the trip, etc.). The passenger has the obligation to accept each offered seat in the means of transport,
- The organizer has the right to hire all types of tourist buses for transportation that meet the conditions stipulated by the regulations (minibus, bus or double decker), as well as other means of transport, if the circumstances require it, if a mini-bus is hired, it is necessary to define the number of seats,
- During the journey, the toilets are not in use in the buses, unless it is approved. The passenger is obliged to compensate all the damage caused by his negligence in the means of transport on the spot. The passenger is obliged to check and reconcile his personal and travel documents and luggage before the trip, and in case of any irregularities, inform the tour guide/companion,
- The passenger has the obligation to behave appropriately in the means of transport and respect the traffic regulations and rules on the transport of passengers, otherwise the Organizer has the right not to accept him on the transport, or in the presence of the police to remove him from the means of transport and further transport to the destination will not be the responsibility of the Organizer. If the Passenger cancels the trip due to being removed from the vehicle, the cancellation scale from point 12 of the General Terms and Conditions will be applied.
- The travel direction, breaks, places and their duration are determined by the guide/chaperone - the driver.

Guide/companion - the driver has the right to, due to unforeseen, unavoidable or unsafe and similar circumstances, change the driving schedule, the road itinerary, or the order of site visits.

- The passenger is obliged to follow the instructions of the driver or guide/travel companion (length of break, etc.),
- Inconsistency of personal data given to the Organizer with data in the Passenger's passport (passenger's names, etc.) may result in the issuing of a new plane ticket, with costs, or even declaring the ticket irregular, for which the Passenger bears the consequences. The passenger is responsible for his plane ticket from the moment it is handed to him at the airport or agency. It is not possible to issue a duplicate plane ticket or boarding pass. The passenger fully bears the consequences of their loss or disappearance during the trip,
- Airline or special transport tickets are valid only on the dates and times indicated on them,
- Transportation of Passengers by air, rail, sea, river or lake means of transport is carried out and is the direct responsibility of these carriers, determined in accordance with regulations and customs, which regulate the mentioned types of transportation.

9. TRAVEL DOCUMENTS, HEALTH AND LEGAL REGULATIONS:

A traveler traveling abroad must have a valid travel document with a validity period of at least another 6 months, from the date of the end of the trip, and submit to the Organizer correct and complete necessary data and documents for obtaining a visa, if the Organizer obtains one.

The official of the Organizer's agency, nor of the Intermediary, is not authorized to determine the validity of travel and other documents. When the Organizer intervenes in the documentation submission process, the Organizer does not guarantee obtaining a visa, nor does it bear any responsibility for incorrect travel

and other documents or if the border authorities or immigration services do not approve the entry, transit or further stay of the Traveler. If the Traveler loses his travel documents or they are stolen during the trip, he is obliged to provide new ones in a timely manner at his own expense and bear all possible adverse consequences on that basis.

The passenger is obliged to contract special services related to his health condition, such as specific diet, characteristics of accommodation, etc., due to chronic illness, allergy, disability, etc., because otherwise the Organizer does not assume no special obligation, responsibility or damage on that basis. For trips to countries where special rules apply, including mandatory vaccinations or the acquisition of certain documents, it is the Traveler's responsibility to take the necessary vaccinations and provide appropriate certificates, and in case of any consequences, he is responsible for the damage.

The passenger is obliged to strictly comply with customs, foreign exchange, etc. regulations of the Republic of Serbia, transit countries and the countries in which he is staying, and in the event of the impossibility of continuing the journey, i.e. stay and everything else, all consequences and costs are borne by the Traveler himself.

If the trip cannot be carried out due to the Traveler's negligence, related to the provisions of this point, the provisions of point 12 of the General Terms and Conditions shall apply.

10. BAGGAGE: The Passenger is specially warned that: Baggage transportation up to a certain weight, determined by the air carrier, is free of charge. Excess luggage The passenger pays according to the valid prices

carriers indicated in the Travel Program. Transportation of special luggage from the airport to the hotel and back is the sole responsibility of the Passenger. At all airports, special safety rules regarding hand luggage are applied, and for more information, we recommend that the Passenger inquire at the Nikola Tesla Airport in Belgrade by phone at 011/ 209-4444 or at the website: www.beg.aero. Damage and loss of baggage on flights, the Passenger is obliged to report without delay on the spot, to the competent airport service for lost baggage, because airlines usually refuse compensation if the damage report form is not filled out and submitted. The passenger has the obligation to report the loss, damage or disappearance of luggage, during the journey, to the representative of the Organizer.

When traveling by bus, the Passenger can take 1 piece of luggage per seat user and hand it over to an authorized person of the Organizer. Children under the age of two are not entitled to free luggage. The passenger is obliged to take care of his belongings brought into the means of transport (personal baggage), to give or pick up the luggage handed over to the authorized person of the carrier, or brought into the accommodation facility. The Traveler exercises all of his rights according to the above with, that is, through the Travel Organizer, or directly from the carrier, accommodation or insurance service provider, and according to valid international and domestic regulations. The transfer of luggage from the parking place to the accommodation unit is the Passenger's responsibility (transportation will be as close as possible to the accommodation facility). The Organizer is not responsible for things left in the vehicle.

Except in the case of intent and gross negligence, the Organizer has no responsibility for expensive items, which are usually not taken with them, except when they have expressly taken the items for safekeeping. That is why it is not recommended for the Traveler to take valuable items on the trip, and otherwise to hand them over properly for safekeeping or to take them with them.

It is the Passenger's duty to visibly mark his luggage with personal information, and not to leave personal documents, belongings and valuables in the parked vehicle, as the Organizer is not responsible for their disappearance. It is recommended that documents, gold, valuables, technical instruments and medicines are carried exclusively in hand luggage, and during the stay they are deposited in a safe, if possible.

The passenger has the obligation to report the loss, damage or disappearance of luggage during the trip to the representative of the Organizer.

11. CHANGE AND CANCELLATION OF THE CONTRACT BY THE ORGANIZER:

Before starting the trip, the organizer can unilaterally change the contract on organizing the trip if: 1) the right of the organizer to unilaterally change the contract is stipulated in the contract;

2) if the change is negligible. If, before the agreed day of the start of the trip, the organizer determines that

it is forced to change certain essential elements of the contract on organizing the trip, such as the price, destination, means of transport, characteristics or category of transport, date, type, location, category or level of comfort of accommodation, or if the organizer cannot fulfill the passenger's special requests with which he has agreed, the organizer, i.e. the intermediary, is obliged to inform the passenger without delay. The notification of changes to the terms of the contract contains a reasonable deadline in which the traveler is obliged to inform the organizer, i.e. the intermediary, whether he accepts the proposed changes or terminates the contract without paying a termination fee, as well as information about the consequences of missing the deadline and, if necessary, information about the offered replacement trip, equal to or higher quality and its price. In case the traveler accepts the proposed changes to the contract or accepts a replacement trip, the organizer is obliged to conclude a new contract on organizing the trip and provide a new travel guarantee. If a change of contract or substitute trip results in a lower quality or cause additional costs for the passenger, the organizer is obliged to provide the passenger with an appropriate price reduction. In case of termination of the contract, the organizer will refund all payments received from the passenger immediately, and no later than within 14 days from the date of termination of the contract.

The organizer can terminate the contract on organizing the trip and pay the total payment to the traveler before starting the trip to funds for a tourist trip when: 1) the number of persons registered for a tourist trip is less than the minimum number stipulated in the contract and the organizer informs the traveler about the termination within the term specified in the contract, which cannot be shorter than: (1) 20 days before the start of the tourist trip in the case of trips lasting longer than six days; (2) seven days before the start of the tourist trip in the case of trips lasting between two and six days; (3) 48 hours before the start of the tourist trip in the case of trips lasting less than two days; 2) the organizer is prevented from executing the contract due to unavoidable and extraordinary circumstances. In that case, the organizer is obliged to inform the traveler about the termination of the contract without undue delay, and before starting the tourist trip. The organizer is obliged to pay the total amount paid to the traveler, without undue delay, and no later than within 14 days of termination. The organizer is not responsible for the compensation of possible expenses incurred by the passengers due to the termination of the contract.

If the Traveler interferes with the implementation of the trip due to rude and improper behavior, regardless of the issued warning, the Organizer may request compensation for any incurred expenses. In the event of extraordinary circumstances during the trip that could not be predicted in advance, and which can be brought under force majeure (terrorist attacks, state of emergency, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc.), both the contracting parties have the right to terminate the Agreement, whereby the Organizer does not assume any responsibility if the Traveler refuses the offered return by the provided means of transport.

12. CANCELLATION OF THE CONTRACT BY THE PASSENGER:

12.1. Before starting the trip: The traveler has the right to cancel the trip, about which he is obliged to inform the Organizer in writing in the manner in which the Agreement was concluded. The date of written cancellation of the Agreement is the basis for the calculation of compensation due to the Organizer, expressed as a percentage of the cancellation scale in relation to the total price of the trip, unless otherwise specified by the Program, namely:

If the Traveler cancels the trip in a timely manner (90 to 45 days), the Organizer has the right to be compensated only for the incurred administrative costs.

10% if the trip is canceled from 44 to 30 days before the start of the trip,

20% if canceled 29 to 20 days before the start of the trip,

40% if canceled 19 to 15 days before the start of the trip,

80% if canceled 14 to 10 days before the start of the trip, 90% if canceled 9 to 6 days before the start of the trip,

100% if canceled 5 to 0 days before the start of the trip or during the trip.

Exceptionally from the above, the following cancellation scale will be applied:

a. on ship cruises-

5% and at least EUR 60.00 up to 91 days before the start of the trip,

15% from 90 to 45 days before the start of the trip,
30% from 44 to 29 days before the start of the trip,
50% from 28 to 15 days before the start of the trip,
80% from 14 to 7 days before the start of the trip,
95% from 6 to 3 days before the start of the trip,
100% on the day of travel, non-arrival or cancellation during the trip

b. for recreational vacations for preschoolers, outdoor classes, school and student excursions if the entire contract is canceled:

5% if the trip is canceled up to 120 days before the start of the trip,
20% if canceled from 119 to 90 days before the start of the trip,
50% if canceled from 89 to 60 days before the start of the trip,
80% if canceled from 59 to 45 days before the start of the trip,
100% if canceled from 44 to before the start or during the trip.

Changing the essential elements of the contract (agreed place, date of travel, means of transport, accommodation facility, accommodation unit), as well as failure to obtain a visa, non-payment of the agreed price, etc., is considered the passenger's withdrawal from the trip.

In the event that the traveler has completely or partially withdrawn from the contract on organizing the trip, before the start as well as during the duration of the tourist trip, due to circumstances that he could not avoid or remove and which, if they existed at the time of the conclusion of the contract, would constitute a justified reason for not concluding the contract, the organizer has the right to reimbursement of actual costs. The passenger's justified reasons for canceling the contract are: 1) sudden illness of the passenger, as well as serious illness of his blood relative in the direct line, and in the collateral line up to the second degree, spouse or in-law relative up to the second degree, adoptee and adoptive parent; 2) death of the passenger's blood relative in the direct line, and in the collateral line up to the second degree, spouse or in-law relative up to the second degree, adoptee or adoptive parent; 3) natural disasters in the country of origin or destination; 4) an officially declared state of emergency in the country of origin or destination; 5) emergency situation in the country of origin or destination. In this case, the organizer is obliged to provide an explanation of the amount of compensation at the request of the passenger.

For the mentioned cases, the Traveler is obliged to provide the Organizer with proof of the rights from the health insurance based on the temporary inability to work (certificate of the chosen doctor from the field of general medicine, i.e. about the death certificate of a stationary health institution, which expressly confirms the sudden illness and the inability to travel), i.e. a death certificate, i.e. an invitation to military training. Cases of local terrorist attacks, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc., for which a state of emergency has not been declared by the competent state authorities of the domicile or country cannot be considered as justified reasons for the cancellation or interruption of the Passenger's trip. travel.

Sudden illness means a sudden and unexpected diagnosis by an authorized doctor

an illness, that is, an infectious disease or an organic disorder, which occurs after the conclusion of the travel contract and is not related to, nor is it a consequence of, any previous health condition, and is of such a nature that it requires treatment, a stay in a hospital (hospitalization) and prevents the start - use of the contracted travel. The Organizer, in case the Traveler provides the appropriate one replacement or the replacement is performed by the Organizer himself, he is obliged to refund the total amount paid to the Traveler, after deducting only actual and incurred expenses. In case of replacement of the Passenger, the Organizer is obliged to conclude a Contract with the new passenger.

In the event of cancellation of the trip, which is covered by the insurance policy, the Traveler realizes his right directly from the insurer.

In case of withdrawal from the Agreement, the amount paid to the Organizer for mediation in obtaining visas, as well as paid legal and other obligations, will not be returned to the Traveler.

12.2. After starting the trip: If, due to the cancellation of the trip, the Traveler does not use some of the contracted services due to his own fault, the Organizer will try to obtain from the service provider compensation for unused services. If the service provider does not return the money, the Traveler does not

have the right to a refund of the corresponding part of the price, of the unused trip. If it is an insignificant service or value, the Organizer is released from this obligation. If, due to the Organizer's fault, a significant part of the services specified in the Agreement are not performed, the Organizer is obliged to implement certain preventive measures, so that the trip can continue or to offer the Traveler other appropriate services, until the end of the tourist trip without additional costs for the Traveler, all in accordance with point 14 of these General Conditions, without affecting other legal rights of the Passenger.

SECTION 13 FOR CASES OF TRAVEL GUARANTEE BY INSURANCE POLICY:

In accordance with the provisions of the Law on Tourism, the Organizer has a deposit in the amount of 2,000 euros and a travel guarantee for the license category A category in the amount of 30,000 euros, which, just in case,

A) the insolvency of the Travel Organizer is ensured by: 1. the costs of the necessary accommodation, food and return of the Traveler from the trip to the place of departure in the country and abroad, 2. claims for the paid funds of the Traveler based on the Travel Contract, which the Travel Organizer did not realize, 3. claims for paid of the Traveler's funds in case of cancellation of the trip by the Traveler, in accordance with the General Terms and Conditions of Travel, 4. claims for the difference between the funds paid on the basis of the Travel Contract and the discounted funds in proportion to non-performance or incomplete performance of the services included in the Travel Program and just in case; B) compensation for damages is provided by compensation for damages caused to the Traveler by non-fulfillment, partial fulfillment or irregular fulfillment of the obligations of the Travel Organizer, which are determined by the General Terms and Conditions and the Travel Program: 1. for claiming the paid funds of the Traveler based on the Travel Contract that the Travel Organizer did not realize and 2. to claim the difference between the funds paid on the basis of the Travel Contract and the funds reduced in proportion to non-performance or incomplete performance services included in the Travel Program. The period of coverage of the Travel Guarantee is from the date of its issuance until the end of the tourist trip, i.e. until the Traveler's return to the agreed destination. Guarantee under policy number 30000045257 from November 1, 2024. The travel guarantee is activated without delay, i.e. within 14 days from the date of occurrence of the insured event, of the Milenijum-osiguranje ado Belgrade joint-stock company.

The beneficiary of the guarantee, the traveler activates the policy, i.e. the travel guarantee without delay, i.e. within 14 days from the date of occurrence of the prescribed case with the guarantee provider, the Joint-Stock Company for Insurance Milenijum osiguranje, via the e-mail address prvovori@milenijum-osiguranje.rs, on the official internet presentation of the company www.mios.rs, directly in the business premises or by mail to the address Bulevar Milutina Milankovića 3b, 11070 Novi Beograd or by calling the phone number 0117152300.

(The passenger realizes his rights for damages based on a final and enforceable court verdict, that is, a decision of the Arbitration Court or another out-of-court settlement of a consumer dispute, in accordance with these General Terms and Conditions and the General Terms and Conditions of YUTE.)

14. ASSISTANCE, COMPLAINTS, LAWSUITS AND SLOW RESOLUTION VA: The travel organizer is obliged to display a notice on the way and place of complaint submission at the point of sale, and to ensure the presence of a person authorized to receive complaints during working hours.

The travel organizer is obliged to keep records of complaints received, and to keep them for at least two years, from the date of submission of the Traveler's complaint.

The traveler is obliged to communicate a justified complaint on the spot to the local representative of the Organizer without delay, and in urgent cases, if he is not immediately available, to the immediate service provider (e.g. carrier, hotelier, etc.), or if these persons are not listed in the travel documents, directly to the Organizer .

For help, emergencies and other cases, as well as complaints, the Traveler can contact the Organizer via tel. number +381652066943, on weekdays from 10 a.m. to 6 p.m., Central European time or via e-mail:

talastravel@gmail.com. For urgent and similar procedures, it is necessary for the Traveler to provide the Contract number, place of travel, name of the accommodation facility, passenger's name, address or telephone number, etc., through which they can be contacted.

The passenger is obliged to cooperate in good faith in the complaint procedure in order to solve the problem within a reasonable time, depending on the nature of the complaint (e.g. refrigerator failure, power or water outage, poorly cleaned apartment, etc.) and accept the offered solution that corresponds to the contracted service.

If the cause of the complaint is not removed on the spot, the Traveler and the Organizer's representative draw up a written confirmation of this in two copies, which both parties sign. The passenger keeps one copy of this certificate.

Local representatives do not have the right to recognize any requests for compensation, but only the Organizer.

The passenger cannot demand a proportional reduction in the price, termination of the Agreement and compensation for damages, if he negligently and in the prescribed manner fails to inform the authorized representative and the Organizer on the spot, without delay and in a timely manner, about the deficiencies between the provided and contracted services.

If the deficiencies are not eliminated on the spot, the Traveler is obliged to submit a substantiated and documented complaint (written complaint on the spot, bills of expenses, a request by type of unperformed services, factually specified and quantified in relation to each individual passenger, witnesses and other evidence) and demand a refund of the price difference between contracted and unperformed, i.e. partially performed services. Each Passenger who is a signatory to the Agreement, in his own name and on behalf of the person from the Agreement or a person with proper power of attorney for representation, submits a complaint individually, because the Organizer will not consider group complaints.

It is preferable for the Traveler to submit the complaint in writing to the Organizer's address in Belgrade, Svetozara Markovića Street 44/4.

The traveler can make a complaint orally at the point of sale where he concluded the Travel Contract, or another place designated for receiving complaints, electronically, or on a permanent record carrier, with the delivery of documentation showing the basis of the complaint.

The organizer is obliged to process only timely, reasoned and documented complaints, after the complaint made by the Passenger, whose cause could not be eliminated during the trip on the spot, and to issue a written confirmation to the Passenger or confirm receipt of the complaint electronically, i.e., communicate the number under by which his complaint was registered in the record of complaints received.

The organizer is obliged to provide the Traveler with a written answer within 8 days from the day of receipt of the formal complaint and to pay the difference in price within 15 days. The travel organizer can extend this deadline with the consent of the Traveler and record it in the complaint book.

The traveler is obliged to respond to the Organizer's answer no later than three days after receiving the Organizer's answer. If the passenger does not make a statement within the prescribed period, it will be considered that he does not agree with the Organizer's proposal.

If the complaint is not complete and needs to be edited, the Organizer will send the Traveler an answer, to edit it within the given deadline, under the threat of failure.

The organizer, in accordance with good business practices, will respond to the Traveler within the legal deadline even for complaints that are untimely, unfounded or disorderly.

The reduction of the price upon complaint by the Passenger can only reach the amount of the advertised and unperformed part of the service, it cannot include services already used, nor reach the amount of the entire contracted price. The amount of the fee, which is paid for a well-founded and timely complaint under the Contract, is proportional to the degree of unperformed or partially performed service. If the Traveler accepts the payment of the compensation in the name of a proportional price reduction, or any other type of compensation, it is understood that he agrees with the Organizer's proposal for a peaceful settlement of the dispute, and thus waives all further claims against the Organizer in connection with the disputed relationship, regardless of the fact did he sign a written confirmation about it j refund, with a clause on the final resolution of mutual disputes. It will be considered that the refund of the price

difference to the Traveler has been made and an agreement has been reached with the Traveler in accordance with the law, these General Terms and Conditions and the YUTA General Terms and Conditions, when the Organizer has offered the Traveler a real difference in price for inadequately provided services, in accordance with the price list of the direct service provider, which was valid on the day of conclusion of the Travel Contract, and other available evidence, and that the Organizer acted in accordance with positive regulations.

Any request by the Traveler to initiate the procedure before other persons, before the expiration of the deadline for resolving complaints, will be considered premature.

15. TRAVEL PROGRAM ON PASSENGER REQUEST AND INDIVIDUAL SERVICES:

15.1. Travel program at the request of the Passenger: Individual travel (further: Program at the request) of the Traveler is a combination of two or more services, as well as a multi-day stay that only includes an accommodation service that is not in the Organizer's offer, i.e. that the Organizer has not previously announced, but made it at the Traveler's request.

The provisions of the previous clauses of these General Terms and Conditions apply analogously to the On-Demand Program, unless otherwise regulated by this clause.

The traveler has the right to withdraw from the Agreement, which he is obliged to notify the Organizer in writing. The date of written cancellation of the Agreement is the basis for calculating the compensation that belongs to the Organizer, expressed as a percentage in relation to the total price of the requested trip, if the Program does not specify otherwise, namely:

If the Traveler cancels the trip in a timely manner (90 to 60 days), the Organizer has the right to compensation only for the incurred administrative costs.

15% if the trip is canceled from 60 to 30 days before the start of the trip,

20% if canceled 29 to 20 days before the start of the trip,

40% if canceled 19 to 15 days before the start of the trip,

80% if canceled 14 to 10 days before the start of the trip,

90% if canceled 9 to 6 days before the start of the trip,

100% if canceled 5 days before the start of the trip or during the trip.

15.2. Individual services and "Reservations on request": If the Traveler makes only one reservation service, which does not include the overnight service. The Organizer acts only as an intermediary for someone else's service. For individual and "reservations on request", the Organizer may request a deposit from the Traveler for the cost of the reservation. If the reservation is accepted by the Traveler, the deposit is included in the price of the service. If the service intermediary does not confirm the reservation within the agreed period, the deposit is returned to the Traveler in full.

The service intermediary, except for his gross carelessness and negligence, is not responsible for defects, material and physical damage in individual tourist services at the request of the Traveler, for which he is only an intermediary between the Traveler and the direct service providers (e.g. individual service of accommodation, transportation, tickets for sports events, excursions, car rental, etc.). By obtaining proof of the contracted individual service, contractual relations come into force, exclusively between the Traveler and each individual service provider.

16. PROTECTION OF THE PERSONAL DATA OF THE PASSENGER: The traveler is aware that the organizer has harmonized its operations with the Law on the Protection of Personal Data and agrees that the Personal Data of the Passenger and fellow travelers from the travel confirmation-contract such as: JMBG, travel document number, phone number, email address, postal address of residence... which the Traveler voluntarily provides, represent the travel organizer's business secret and can be used in the manner and under the conditions prescribed by the Personal Data Protection Act. The traveler agrees that personal data may be used by the Organizer for the implementation of the contracted Travel Program, whereby the addresses, place, time and price of the trip and the names of fellow travelers may not be disclosed to other persons, except persons designated by special regulations.

17. OBLIGATION OF IMPLEMENTATION: The Organizer can foresee different provisions in the Program in relation to these General Conditions, due to special conditions and rules for direct service providers, as well as for trips with special contents (due to the holding of sports, congresses and similar international manifestations and special types of tourism - school , hunting and fishing, extreme sports, etc.) and which form an integral part of such Agreements.

The Traveler and the Organizer agree to the jurisdiction of the YUTA Arbitration Court, Belgrade, Kondina 14, for the resolution of mutual disputes, with the application of these General Terms and Conditions, as well as the General Terms and Conditions of YUTA Travel and the regulations of the Republic of Serbia. By contracting the jurisdiction of the YUTA Arbitration Court, the Passenger's rights to initiate a specific procedure or to use a specific legal remedy to protect their rights, in the manner provided by the regulations of the Republic of Serbia, are not denied. The traveler can initiate a procedure for the out-of-court settlement of a consumer dispute before the competent body only if he has previously stated a complaint or objection to the Organizer, who is obliged to participate in the procedure for the out-of-court settlement of consumer disputes before the body. The organizer is obliged to visibly and clearly display a notice at the point of sale that he is obliged by law to participate in the out-of-court settlement of consumer disputes. Out of court settlement of a consumer dispute, the traveler can initiate before the body from the list of the Ministry mtt.gov.rs/tekst/2306/zastita-potrosaca.php.

These General Terms and Conditions are valid from November 1, 2024. year

Director Darko Gavrilović



The image shows a handwritten signature in blue ink, which appears to be "Darko Gavrilović". To the right of the signature is a circular blue stamp. The stamp contains the text "YUTA TRAVEL" at the top and "BEOGRAD" at the bottom. In the center of the stamp is a stylized logo consisting of a blue swirl or eye shape.