

GENERAL TERMS AND CONDITIONS

Break a leg d.o.o.

1. General Provisions

These General Terms and Conditions (hereinafter: General Terms) govern the mutual relationship between the travel agency Break a leg (hereinafter: the Agency) and the traveler/service user (hereinafter: the Client) in relation to the organization and sale of tourist services and arrangements within the territory of the Republic of Croatia.

These General Terms form an integral part of the Travel Contract (or booking confirmation) concluded between the Client and the Agency. By confirming the booking or making a payment, the Client confirms that they are familiar with these General Terms and accept them.

2. Offer and Reservations

The Agency organizes and mediates tourist services which may include:

- organized trips and excursions
- accommodation
- transportation
- event tickets
- guide or tour leader services
- other tourist services according to the program

A reservation becomes valid after confirmation by the Agency and receipt of the agreed deposit or full payment, depending on the conditions of the specific program.

3. Prices and Method of Payment

Prices are expressed in euros (EUR) and include the services specified in the travel program.

The price does not include services not expressly stated (e.g., optional excursions, personal expenses, additional services).

The Agency reserves the right to change the price in the event of:

- changes in transportation costs
- changes in exchange rates
- changes in taxes or fees

- other justified costs affecting the price of the package

The traveler has the right to cancel the trip without cancellation fees if the price increase exceeds 8%.

Payment may be made via bank transfer.

4. Rights and Obligations of the Agency

The Agency undertakes to provide services in accordance with the travel program and professional standards of the industry.

The Agency may modify the program in the event of extraordinary circumstances that could not have been foreseen or avoided (e.g., weather conditions, security reasons, decisions of competent authorities).

In the case of significant program changes, the Agency will offer the Client an alternative solution or a refund of the paid amount for the unused portion of the service.

5. Rights and Obligations of the Client

The Client is obliged to:

- provide accurate and complete information necessary for the reservation
- comply with house rules of facilities and instructions of the organizer
- possess valid personal documents
- respect local laws and regulations

The Client is liable for damage caused by their fault to service providers or third parties.

6. Cancellation by the Client

The Client may cancel the trip or event organization in writing. The date of receipt of the written cancellation shall be the basis for calculating costs.

Unless otherwise stated in the program, the following fees apply:

- from 14 to 7 days before the scheduled date – the Agency retains 50% of the confirmed offer amount
- less than 7 days before the scheduled date – the Agency retains 100% of the confirmed offer amount

The Agency may retain actual costs already incurred with suppliers.

Number of Participants:

The Client undertakes to inform the Agency in writing of the final number of participants for the ordered event/trip no later than 7 working days before the scheduled start of the event. This number shall be considered the minimum guaranteed number and preparations of the venue, as well as food and beverage services and other services defined in the offer, shall be made accordingly.

If the Client fails to notify the Agency in writing in a timely manner of a changed number of participants, the Agency has the right to charge the agreed services according to the number of persons stated in the offer.

In the case of a higher number of participants, the Client shall bear the costs according to the actual number of participants for whom the service was provided.

7. Cancellation by the Agency

The Agency may cancel the trip or event in the case of an insufficient number of registered participants or extraordinary circumstances (force majeure). In such case, the Client is entitled to a refund of the paid amount without the right to additional compensation for damages.

8. Liability and Complaints

The Client is obliged to report any irregularities immediately to the Agency representative or service provider so that the issue can be resolved on site.

The Client may submit a written complaint no later than 8 days after completion of the service. The Agency will respond within the legally prescribed period.

The Agency is not liable for circumstances caused by force majeure (e.g., natural disasters, epidemics, war, traffic accidents, decisions of authorities, etc.).

9. Travel Insurance

It is recommended to arrange travel insurance (health insurance, trip cancellation insurance, accident insurance, etc.).

Unless expressly stated, insurance is not included in the price of the package/event.

10. Package Travel Organizer Insurance

In accordance with the applicable regulations of the Republic of Croatia, the Agency has concluded insurance policies with the insurance company Euroherc osiguranje d.d.:

- Bond insurance policy for package travel number: 804536941
- Liability insurance policy for package travel organizer number: 804536940

Policy details are available to Clients upon request.

11. Personal Data Protection

The Agency collects and processes the Client's personal data exclusively for the purpose of providing tourist services/event organization, in accordance with applicable personal data protection regulations (GDPR).

12. Jurisdiction and Applicable Law

These General Terms are governed by the law of the Republic of Croatia.

In the event of a dispute, the court with subject-matter jurisdiction according to the registered seat of the Agency shall have jurisdiction, unless applicable regulations provide otherwise.

13. Final Provisions

These General Terms enter into force on the date of publication and remain valid until amended.

The Agency reserves the right to amend the General Terms in accordance with applicable legislation.

Contact details and official information are available on the Agency's official website.

Zadar, 03/31/2025