

Terms of service and privacy policy

Introduction

Croatian Vacation is a travel agency from Croatia, which promotes and sells series of entertainment and touristic services merged together into one product called Vacation program (later in text - VP). This document regulates the conditions under which Croatian vacation (afterwards: CV) provide its services to its clients, in the following text called 'traveler(s), or simply 'you', since this text is made for consumers of our services. Read it to avoid any kind of misunderstanding or dissatisfaction. By booking and consuming our services you/travelers have accepted these terms and conditions. However, if you do not wish to accept them, you should not use our services.

About our Vacation programs

As mentioned in the text above, VP represents a group of various services arranged inside a certain amount of time, in such a way that provides high quality vacation experience. On Vacation programs with more days, both accommodation and transport from and to arriving/leaving locations are included in the price of the programs, which is not the case with 1-day program. By 1-day VP it is assumed that you are coming just for that day so you do not require a sleepover or transportation. The number of days in a program does not equal the number of overnight stays. In general, the first day of the VP is not your arrival day. In most cases upon your arrival, we meet at airport, or other similar spot, and transfer you to your accommodation. We discuss your VP one more time, leave you to rest, unpack your personal things and get to know your surroundings. Exceptions from this general procedure are made when you have an early check in. After our mutual consent the arrival day can be the first day of the VP. Thus, normally overnights stays are 1 more than the days of the program. CV does not organize your transportation to and from our destinations, our service starts when you arrive on them.

Booking procedure, payment regulations and cancellation policies

Upon travelers booking of a vacation programs, the traveler will obtain, in shortest time possible, a booking confirmation, and in following days detailed itinerary about his VP and a receipt regarding the same VP. Traveler is welcomed to ask any questions or make comments and suggestions regarding his VP. The traveler can rearrange the content of the VP only in agreement with CV and turn it into a custom VP for additional cost. CV reserves the right to change the VP of the traveler at any point, in cases of any kind of external circumstances beyond its control which prevent a service to be executed or jeopardizes it, like for instance bad weather conditions. If some parts of the VP have to be changed traveler will be notified on time, as well regarding changes in payment.

The entire amount of any vacation program has to be payed 14 days before the arrival day of VP. There is a possibility to pay in 2 installments. The first installment being minimum of 50% (or more) of the total sum, payable until 21 days before arrival. If a traveler makes the first deposit only, and forgets to notice CV about cancelling his trip 14 days before the arrival day, CV has the right to retain the deposit for good.

The policy of cancellation refund: If you cancel 15+ days before the arrival – 100 % refund to you, 4 to 14 days – 50% refund, 0-3 days – no refund.

Discount policy

As many flight booking platforms and other travel agencies, CV also rewards early bookings. If you are one of the first to book some VP you can get up to 30% discount. That is why we recommend to fill out the questionnaire which is an equivalent to subscribing to a newsletter. This means concretely, when you leave you email and other personal info to us we sent you updates about our Vacation programs.

Insurance

Croatian Vacation does not offer any type of travel insurance to travelers. It is up to you and every other traveler to decide whether you need this type of insurance and arrange it eventually in your country of origin.

Covid 19 updates

Croatian Vacation keeps track of all important news and governmental measures regarding the ongoing pandemic. When you make a booking we will tell you how coronavirus pandemic influences life in Croatia, and what that means to you. Of course you can ask us about this subject any time you wish.

Other collaborative obligations

After booking our services travelers are obligated to tell us the exact date and time of their arrival in destination of their choosing, so that CV can organize a pick up and transport to travelers accommodation. Pick up mostly occurs on airports, but it can be central station (buses and trains) or sea port. If you are coming with your own personal vehicle CV will provide you exact address of your accommodation. In this case the price of VP you paid will be somewhat less, since there are no transportation services regarding arrival and departure.

Travelers have to provide personal info from their passports or ID cards(only for EU and ex - YU member states) in order to reserve accommodation and receive bill for purchasing a VP. They also must not forget to bring these identity documents with them.

If a traveler gets seriously sick or injured during the conduct of a VP, Croatian Vacation will in a friendly manner provide transport to a medical institution. CV cannot be responsible for possible cost of the medical treatment, nor it is obligated to give a refund to afflicted traveler for not consuming some services inside a VP.

Finally, CV as a responsible travel agency obligates and commits itself to its travelers to provide all services which are payed for, in a most pleasant way for them.

Privacy policy

Travelers personal information are required in order to execute vacation programs in the best possible manner. The Croatian Vacation travel agency shall keep any information acquired from the traveler as a business secret and shall not pass his personal data to third parties without his consent.

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