



## STANDARD PRE-CONTRACTUAL INFORMATION ON TRAVELER'S RIGHTS WHEN BOOKING A PACKAGE TRAVEL

THE COMBINATION OF TRAVEL SERVICES OFFERED TO YOU IS A PACKAGE TRAVEL WITHIN THE MEANING OF DIRECTIVE (EU) 2015/2302.

THEREFORE, YOU WILL BENEFIT FROM ALL EU RIGHTS APPLYING TO A PACKAGE TRAVEL. ILIOS TRAVEL COMPANY D.O.O. TURISTIČKA AGENCIJA WILL BE FULLY RESPONSIBLE FOR THE PROPER PERFORMANCE OF THE PACKAGE TRAVEL AS A WHOLE.

ADDITIONALLY, AS REQUIRED BY LAW, ILIOS TRAVEL COMPANY D.O.O. TURISTIČKA AGENCIJA HAS PROTECTION IN PLACE TO REFUND YOUR PAYMENTS AND, WHERE TRANSPORT IS INCLUDED IN THE PACKAGE TRAVEL, TO ENSURE YOUR REPATRIATION IN THE EVENT IT BECOMES INSOLVENT.

### **Traveler's key rights according to the Act on the Provision of Tourism Services of the Republic of Croatia:**

1. Travelers will receive all essential information about the package travel before concluding the Package travel contract.
2. There is always at least one trader who is liable for the proper performance of all the travel services included in the Contract.
3. Travelers are given an emergency telephone number or details of a Contact point where they can get in touch with the organiser or the travel agent.
4. Travelers may transfer the package travel to another person, on reasonable notice and possibly subject to additional costs.
5. The price of the package travel may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the Contract, and in any event not later than 20 days before the start of the package travel. If the price increase exceeds 8 % of the price of the package travel, the Traveler may terminate the Contract. If the organiser reserves the right to a price increase, the Traveler has a right to a price reduction if there is a decrease in the relevant costs.
6. Travelers may terminate the Contract without paying any termination fee and get a full refund of all payments if any of the essential elements of the package travel, other than the price, are changed significantly. If before the start of the package travel the trader responsible for the package cancels the package, Travelers are entitled to a refund and compensation where appropriate.
7. Travelers may terminate the Contract without paying any termination fee before the start of the package travel in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.



8. Additionally, Travelers may at any time before the start of the package terminate the Contract in return for an appropriate and justifiable termination fee.
9. If, after the start of the package travel, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the Traveler at no extra cost. Travelers may terminate the Contract without paying any termination fee, where services are not performed in accordance with the Contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
10. Travelers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
11. The organiser has to provide assistance if the Traveler is in difficulty.
12. If the organiser or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the Traveler is secured. Ilios Travel Company d.o.o. turistička agencija has taken out insolvency protection with Generali osiguranje d.d. insurance company. Travelers may contact this entity or the competent authority Ministry of Tourism and Sport of the Republic of Croatia, Prisavlje 14, 10 000 Zagreb, Croatia, e-mail: pravni@mints.hr if services are denied because of Ilios Travel Company d.o.o. turistička agencija's insolvency.
13. Links to the (EU) [Directive 2015/2302](#) and the [Act on Provision of Services in Tourism of Republic of Croatia](#).

Zagreb, January 1st, 2024



plaćanje primjerene naknade za raskid Ugovora koja se može opravdati.

9. Ako nakon početka paket-aranžmana značajne elemente paket-aranžmana nije moguće pružiti kako je dogovoreno, morat će biti ponuđeni alternativni aranžmani bez dodatnih troškova. Ako usluge nisu pružene u skladu s Ugovorom i to znatno utječe na izvršenje paket-aranžmana, a organizator ne ispravi nesukladnost, Putnici mogu raskinuti Ugovor o putovanju u paket-aranžmanu bez plaćanja naknade za raskid.

10. Putnici imaju pravo na sniženje cijene i/ili naknadu štete ako usluge putovanja ne budu izvršene ili ako budu izvršene na nepravilan način.

11. Ako se Putnik nađe u poteškoćama, organizator putovanja mu mora pružiti pomoć.

12. Ako organizator, ili u pojedinim državama članicama prodavatelj, postane nesolventan, osigurava se povrat plaćanja. Ako organizator ili, prema potrebi, prodavatelj postane nesolventan nakon početka paket-aranžmana i ako je prijevoz uključen u paket-aranžman, osigurana je repatrijacija Putnika. Ilios Travel Company d.o.o. turistička agencija ugovorila je zaštitu u slučaju nesolventnosti kod Generali osiguranje d.d. Putnici mogu stupiti u kontakt s tim subjektom ili, prema potrebi, s nadležnim tijelom vlasti Ministarstvom turizma Republike Hrvatske, Prislavlje 14, 10 000 Zagreb, e-mail: pravni@mints.hr, ako su usluge uskraćene zbog nesolventnosti Ilios Travel Company d.o.o. turističke agencije.

13. Poveznica na Direktivu [\(EU\) 2015/2302](#) i [Zakonu o pružanju usluga u turizmu](#).