



TERMS AND CONDITIONS

Agency Information:

Eventful d.o.o., travel agency

Gračanska cesta 39, 10000 Zagreb

Operations Manager: Maja Domijan

Board Member: Maja Domijan (Director)

OIB: 41447455177

Email: info@eventful.hr

Phone: +385 91 950 6369

Working Hours: Monday – Friday, 9:00 – 17:00

IBAN: HR8524840081135376932 at Raiffeisen Bank

Registered at the Commercial Court in Zagreb, MBS: 081564133

Details of the competent authority supervising the travel agency: Ministry of Tourism of the Republic of Croatia

Coordination, organization, and management by the Independent Sector of Tourist Inspection, City of Zagreb

Company equity of €2,500.00 has been paid in full.

Your Contract with Us

Your contract is between you and *Eventful d.o.o.* It begins when you approve the program, which details the accommodation and activities you have chosen, along with the final confirmed price. You must check all details and verify their accuracy by paying the required amount. If any information is incorrect, such as the number of people, hotel choice, or activities, contact Eventful d.o.o. immediately. Once Eventful receives your deposit payment, it is assumed that you have verified all details and that they are correct. Any subsequent changes may result in additional costs for modifications or cancellations.

Payment

A deposit of 60% of the total experience cost must be paid within 5 days of program approval. The full amount must be paid no later than 5 weeks before arrival or according to the special conditions of your event. All offers are valid for 7 days from the date of issue.

Changes and Cancellations by the Client

Eventful will make changes to your reservation free of charge, provided that accommodation and/or activities are available on the new dates. If there is a price difference (e.g., due to availability of higher-standard accommodation), you will need to pay the additional amount.

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Gračanska cesta 39, 10000 Zagreb

Email: info@eventful.hr, Mobitel: 091 950 6369, Web stranica: www.eventful.hr



You may cancel your reservation at any time. Cancellations are accepted when Eventful receives written confirmation (by email). Cancellation fees apply as follows:

- After program confirmation and deposit payment: full deposit is charged
- 12 – 6 weeks before arrival: 50% of the contracted amount
- 6 – 3 weeks before arrival: 70% of the contracted amount
- 3 – 2 weeks before arrival: 90% of the contracted amount
- Less than 2 weeks before arrival: 100% of the contracted amount

Changes and Cancellations by Eventful

In rare cases where Eventful needs to make changes to your reservation, we will notify you promptly. It is very unlikely that we will cancel your arrangements, but we will do everything possible to avoid it. In case of changes, we will offer suitable alternatives of the same or higher quality.

If you do not wish to accept them, we will refund the full amount you have paid. Our liability to you is limited to the amount you paid us, and we cannot be responsible for any additional costs you may incur.

Your Transportation

Your flights are subject to the terms and conditions of your airline. Eventful cannot be held responsible for financial or other losses due to flight delays or lost luggage, including missing any part of your activities. However, we will provide all possible assistance in such situations and ensure that your transfers are not affected if your flight is delayed. We do not accept responsibility for illness, injury, or death during transfers—make sure you have appropriate insurance.

Our Responsibility

Eventful is responsible for the services it provides. They must be of reasonable quality and in accordance with the description in your program. If this is not the case and it affects your experience, please inform us as soon as possible.

Some activities are provided by external partners, with Eventful acting only as an intermediary. While we work only with reliable suppliers, we cannot take responsibility for any incorrect information received from them. Some activities may be considered "risky" by insurance companies, so please check that your insurance covers such activities.



Eventful reserves the right to use photos and videos taken during the event for marketing purposes on its website and social media. If you have objections, please notify us in writing.

Your Obligations

We want you and your group to enjoy your experience, so we expect you to maintain appropriate behavior. You are responsible for any damage caused by you or members of your group. Suppose an authorized person determines that you are unfit to travel or considers you a disturbance to other guests and instructs you to leave the accommodation or activity. In that case, our contract with you will terminate. In such cases, Eventful has no further obligations, and full cancellation fees apply.

As the booking holder, you are responsible for informing all group members about the terms and conditions of this contract. By approving the itinerary, you confirm that all members are aware of and accept it.

Passports, Visas, and Health

Eventful is not responsible if a group member is denied entry to any country due to incorrect or incomplete documentation. In such cases, no refund is provided. Additionally, before booking, you must inform us of any health issues or disabilities that may require special assistance. Failure to do so may result in your reservation being treated as canceled, with applicable fees charged.

Complaints

If something does not meet your expectations, we want to know! All complaints must be submitted in writing within 15 days after the end of your program. Complaints can be sent to:

Eventful d.o.o., Gračanska cesta 39, 10000 Zagreb, Croatia
or by email at: info@eventful.hr

General

These terms and conditions are designed to ensure the smooth running of your program. The contract is governed by Croatian law and is subject to the exclusive jurisdiction of Croatian courts.