



## **Terms and conditions**

### **General conditions**

Please take the time to read and understand the conditions of booking, detailed below prior to booking your tour with Slovenia Outdoor. We strongly recommend that you also read all the details set out on the web page relating to your trip prior to booking to ensure that you understand the itinerary and style of the trip you are undertaking.

### **Language**

Slovenia Outdoor. provides tour materials, briefing and tour guiding in English. The use of other languages is not guaranteed.

### **Agreement**

The terms and conditions set forth in this agreement constitute the entire understanding and agreement between you the trip 'Participant' and Slovenia Outdoor. with respect to any and all bookings, tours and transactions made with Slovenia Outdoor.

By submitting a booking form online, you accept all of the terms in this agreement and allow us to perform services on your behalf. All persons named in this booking ('Participants') are subject to this agreement. By submitting your booking form online you affirm that you have made all other Participants listed in the booking aware of these terms – regardless of how final payment is made – and that all Participants accept these terms.

### **Validity**

Dates, itineraries and prices are indicative only until final confirmation of the trip.

### **Booking information and payment conditions**

Prices are listed in Euros (€). Prices are guaranteed independently of exchange rate variations.

You are required to pay a non-refundable deposit of 20% of the cost of your chosen trip at the time of booking.

Balance payment is required 14 days before the tour starts.

If your booking is made within 14 days of the departure date or less, the full amount is payable at the time of booking.

Payment can be made: by credit/ debit card or bank draft. Please note that additional cost apply when paying by credit or debit card.. The costs are currently 4%.

## Acceptance of booking and final payments

Slovenia Outdoor finally confirms your booking via email.

## Cancellation & refund policy

Any cancellation or amendment request must be sent to us in writing, by email, and will take effect on the day we receive it. Proof of posting is not proof of receipt; therefore you are advised to also confirm all changes to us by email. Please ensure that you have received written confirmation of any changes to your booking prior to travel. Whilst we will try to assist, we cannot guarantee that such requests will be met.

In case of a customer canceling his/her booking after confirmation, Slovenia Outdoor, reserves the right to withhold the tour charge as follows:

Number of days prior to the tour start	Cancellation charge
More than 14 days	0% of the tour price
14 - 3days	20% of tour price
3 – 0 days	50% of tour price
No show	100%

**A client is entitled to a refund if the cancellation is due to the following:** sickness, accidental injury or death of the customer, the customer's traveling companion, or an immediate family member of the customer or traveling companion. The claim must be substantiated by a signed letter from a physician on their letterhead.

If you leave, or have to be removed from a trip for any reason after it has commenced we are not obliged to make any refunds for unused services. There are no exceptions to this cancellation policy, including for reasons related to weather, terrorism, civil strife, family or medical emergencies, or any other circumstances beyond our control.

Slovenia Outdoor. may cancel a trip at any time prior to departure if, due to terrorism, natural disasters, political instability or other external events it is not viable for us to operate the planned itinerary. If we cancel your trip, you can transfer amounts paid to an alternative departure date or receive a full refund.

In circumstances where cancellation is due to external events outside our reasonable control, refunds will be less any unrecoverable expenses and non-refundable deposit paid. We are not responsible for any incidental expenses that you may have incurred as a result of your booking including, but not limited to, visas, vaccinations, travel insurance excess, or non-refundable flights, train or bus tickets, etc.

We strongly advise you to purchase trip cancellation insurance as well as health and accident insurance.

### **Booking amendments**

Amendments and cancellations can only be accepted in accordance with the terms and conditions of the Slovenia Outdoor.

### **Acceptance of risk and responsibilities as a tour Participant**

You acknowledge that the nature of a trip is adventurous and participation involves a degree of personal risk. You will be visiting places where the political, cultural and geographical attributes present dangers and physical challenges greater than those present in our daily lives. We use information from government foreign departments and reports from our own contacts in assessing whether the itinerary will work or not. However it is also your own responsibility to acquaint yourself with all possible relevant travel information and the nature of your itinerary. You acknowledge that your decision to travel is made in light of consideration of this information and you accept that you assume the personal risks associated with such travel.

You also acknowledge and clearly understand that during the course of the trip certain risks and dangers may occur, including but not limited to the hazards of travelling in mountainous regions. You agree to assume all risks associated with the journey and agree that no liability will be attached to Slovenia Outdoor or to any member of the tour group in respect of death, personal injury, illness or delay of the passenger, or for any loss of or damage to the property of the passenger during the course of the trip, howsoever caused. Slovenia Outdoor reserves the right to decline, to accept, or to retain any person as a member of any party at any time.

### **Indemnification**

You agree to indemnify (meaning to defend and to pay or reimburse) Slovenia Outdoor against any claim by anyone arising in whole or in part from an injury or other loss suffered or caused by you in connection with your participation in an Slovenia Outdoor tour.

### **Limitation of liability**

Slovenia Outdoor acts only as an intermediary for certain independent suppliers that provide lodging, meals, transportation, and other activities or goods and services connected with your tour ('Supplier' or 'Suppliers'). You acknowledge that you are aware and clearly understand that these Suppliers are independent contractors, are not managed by Slovenia Outdoor and are not agents or employees of Slovenia Outdoor. A Supplier's services are subject to the Supplier's own terms and conditions and the local laws and regulations of the relevant country. Slovenia Outdoor will not provide any refund for a supplier's delay, cancellation, overbooking, or strike.

Slovenia Outdoor shall not be held responsible for any damages caused by the total or partial failure to carry out the contract if such failure is due to the theft of bicycles, or injury as a result cycling or other activities either on- or off-road, and in particular, injuries as a result of either inadequately maintained and services personal equipment, or failure to wear the correct safety equipment, most notably cycle or other sports helmets.

Please let us know about any special dietary requirements. We notify all accommodation and food providers included in the tour about your dietary requirements in advance. Please notify the relevant service providers about your dietary requirements in person as well, and make sure food and beverage comply with your requirements. Slovenia Outdoor is not responsible for the content of the meals served or any consequences that might appear in connection with food and beverage on the tour.

### **Force Majeure**

Slovenia Outdoor will not be deemed in breach of this agreement or otherwise liable to you, by reason of delay in performance or non-performance of any obligations under this agreement to the extent that any such delay or non-performance is due to any Force Majeure. 'Force Majeure' means any circumstances beyond the reasonable control of Slovenia Outdoor including terrorist activities, insurrection, explosion, flood, tempest, forceful wind, fire or accident, war or threat of war declared or undeclared, sabotage, civil, disturbance, labor strikes, requisition, sickness, quarantine, government intervention, weather conditions, and unforeseen circumstances.

If Slovenia Outdoor and/or any of its Suppliers are affected by Force Majeure, they shall be entitled to, and in their sole discretion, cancel any itinerary or arrangement in relation to the tour. Regarding civil unrest, once Slovenia Outdoor has investigated the prevailing situation, as it deems fit, it shall remain in Slovenia Outdoor sole and absolute discretion whether to proceed with the tour.

### **Age**

Minimum age depends on the tour, the decision is at discretion of Slovenia Outdoor.

Maximum age: Is determined by our General Policy. For the majority of our trips we have no upper age limit though we remind you that our trips can be physically demanding and a Self-Assessment form is required for all clients 75 years and over.

### **Travel insurance**

Tour price does not include any travel insurance.

We strongly advise you to purchase trip cancellation insurance as well as health and accident insurance. We recommend it covers cancellation, curtailment, personal liability and loss of luggage and personal effects.

### **Passport and visas**

You are responsible for ensuring that all necessary travel documents are valid, effective and in your possession, for the entire tour. Passports are required for traveling abroad and should be valid for at least six months after your date of return. We suggest that you apply for or renew a passport early enough. Other required documents may include visas, permits, and vaccination certificates. You assume complete responsibility for checking and verifying any and all passport, visa, vaccination, or other entry requirements. You are also solely responsible for any adverse consequences resulting from incomplete or defective documentation. While we may provide information or advice on matters such as visas, vaccinations, climate, clothing, baggage and special equipment, in good faith as a courtesy to you, we are not responsible for any errors or omissions as to the information provided.

### **Flexibility**

You appreciate and acknowledge that the nature of this type of travel requires considerable flexibility and you should allow for alternatives. The itinerary provided for each trip is representative of the types of activities contemplated, but it is understood that the route, schedules, itineraries, amenities and mode of transport may be subject to alteration without prior notice due to local circumstances or events.

### **Change of itinerary**

While we strive to operate all trips as described, we reserve the right to change the trip itinerary. We will notify you via provided email regarding to all the changes before departure (if possible).

After departure: We reserve the right to change an itinerary after departure as a result of weather, local circumstances or events outside of our control. In such emergency circumstances the additional cost of any necessary itinerary alterations will be covered by you.

Please note we are not responsible for any incidental expenses that may be incurred as a result of the change of itinerary such as visas, vaccinations or non-refundable flights.

In case of unforeseen events that require additional services not included in the tour price, you are responsible to cover the costs of such services. The payment must be completed before the tour ends, preferably on the spot. The costs of additional unforeseen services are calculated as follows: Transfer: 1 EUR per km Assistant escort: 20 EUR per hour

## **Authority on tour**

Our group trips are run by a Slovenia Outdoor guide. The decision of the guide is final on all matters likely to affect the safety or well-being of any person participating in the trip. If you fail to comply with a decision made by a guide, or interfere with the well-being of the group, the guide may order you to leave the trip immediately, with no right of refund. In such a circumstance, where a traveler is removed from the trip, Slovenia Outdoor accepts no responsibility for their transfer back to the tour end point or any costs incurred therein. Any transport arranged for the traveler in question will be at the sole discretion of Slovenia Outdoor.

We may also elect not to carry you on any future trips booked. You must at all times comply with the laws, customs, foreign exchange and drug regulations of all countries visited, and you also agree to travel in accordance with our responsible travel guidelines.

## **Errors and omissions**

Although we have made a concerted attempt to verify the accuracy of statements made in our trip documentation including brochure, website and trip brochure we cannot be held responsible for any error, omission or unintentional misrepresentation that may occur.

## **Complaint procedure**

If you have a complaint during your tour, you must promptly notify Slovenia Outdoor or your tour leader of the problem so that they can attempt to remedy the situation. Failure to do so while you are on tour will extinguish or reduce your ability to claim compensation from Slovenia Outdoor. Further, if you attempt to address the problem on your own without using this notice procedure, you assume responsibility of added costs you may incur and forfeit any potential refunds.

If you are not satisfied after using this notice procedure, you must submit your complaint in writing to Slovenia Outdoor within 14 days of the tour's end date. Slovenia Outdoor will not accept liability for claims received after this period.

## **Tour start date**

It is your responsibility to be ready to embark on the tour as specified in the itinerary. Slovenia Outdoor is not responsible for any losses due to canceled or missed flights, changed flight itineraries, late arrivals, or early departures. Our responsibilities do not commence until the appointed time at the designated meeting point.

## **Image release**

You agree that Slovenia Outdoor may use, re-use and reproduce any images, photos, or videos that you send to us, or that are taken by our guides and/or other Participants of you individually or in a group, in any medium, including but not limited to print, electronic media or internet, free of charge and without your right to inspection, for promoting and publicising our travel products and services worldwide. If you do not want us to use any images of you that are taken by us or other Participants during the tour, you must inform us or your tour leader in writing at the start of the tour.

## **Privacy policy**

Slovenia Outdoor respects and safeguards your privacy. During the business process we shall use the information necessary to carry out the booking as well as the information related to your travel. The information that will be used is that provided by you of your own free will. We pledge that we shall not sell, announce or disclose this information to third parties. In order to provide special services, we may cooperate with a third party. A third party will only have access to names and other contact details necessary to provide the requested services only when the customer registers for these services. A third party is not allowed to use personal information except for the purpose of providing the requested services.

## **Updating of terms and conditions**

Slovenia Outdoor reserves the right to update and/or alter these terms and conditions at any time. It is your responsibility to be familiar with these terms and conditions. The latest terms and conditions can be found on the following web address [www.slovenia-outdoor.com/pravila-in-pogoji-uporabe/](http://www.slovenia-outdoor.com/pravila-in-pogoji-uporabe/)

## **Applicable law**

The laws of Slovenia govern these Booking Conditions to the fullest extent allowable. Any disputes in connection with a trip or these Booking Conditions must be initiated in the courts of Slovenia.

## **Registered address**

Slovenia Outdoor, Dimičeva 13, 1000 Ljubljana, Slovenia.

## **Terms related to coronavirus**

The client acknowledges that the situation around coronavirus and Covid-19 is unstable at the moment and involves a degree of personal risk. Slovenia Outdoor will provide guidelines and recommendations provided by the national institute about which actions to take during the tour concerning this issue so that all parties take the prevailing, necessary precautions. It is, however, the client's responsibility to protect him or herself and take all the precautions regarding this matter. You acknowledge that your decision to travel is made with the full knowledge of this information, and you accept and clearly understand all the personal risks associated with travel and the current circumstances.

Slovenia Outdoor shall not be held responsible or otherwise liable to the client if the client is not able to attend the tour due to:

- Coronavirus/Covid-19 (or any other connected condition that arises)
- Travel — departure and arriving — issues because of coronavirus/Covid-19 or other reasons

Slovenia Outdoor will provide relevant information in connection with tour performance, but it is client's responsibility to check traveling limitations from your home country to Slovenia.

The client acknowledges that the situation is unstable and certain changes might appear if the situation changes with suppliers. Slovenia Outdoor. reserves the right to change tour information due to force majeure if appear after the tour materials were already sent to the client. The client agrees that Slovenia Outdoor will act will act in best interest for the client.

If 14 days before arrival (the time when balance is due) we see that travelling is not possible to Slovenia due to coronavirus, the client can get a full deposit refund or they can move the deposit to later date/ 2022 season. The client needs to cover bank transfer costs in case of a refund. The conditions are valid only in case traveling is not possible due to coronavirus situation. In case of cancellations in usual circumstances, regular Cancellation & Refund policy applies.

The logo for Slovenia Outdoor features the word "SLOVENIA" in a bold, uppercase, sans-serif font. Below it, the word "Outdoor" is written in a green, cursive script font. The entire logo is set against a light green rectangular background.

SLOVENIA  
Outdoor