

TERMS & CONDITIONS

GENERAL COMPANY INFORMATIONS

Toto Travel
Roko - obrt za trgovinu turizam i usluge
Tourist agency address: **Trumbićeva** obala 2, 21 000 Split

Company Identification Number (OIB): 99170460696
ID: HR-AB-21-17010010561
T +385 21 887 055
F +385 21 887 055

info@totosplit.com

TOTO TRAVEL is a tourist agency specialized in organizing different kind of group and private boat excursions (speed boat excursions, sailing trip etc).

It is very important that you read our terms and conditions, and that you contact us if anything is unclear.

These terms and conditions describe what you are legally entitled to expect from us when you book a trip with us, in addition to your obligations as a customer.

QUESTIONS

For any question, doubts or comments regarding our tours, feel free to ask. You can send us an email to info@totosplit.com, or call us at 00385 21 887 055 or 00385 99 75 74 222.

We will respond you as soon as possible.

BOOKING AND PAYMENT OPTIONS

Booking through our mail is obligatory if you are not able to come to our office.

To be able to reserve you places, you should pay a deposit or a total amount of the price.

If you pay a deposit, you will pay the rest of the amount at tour start in our agency office in Split.

Regarding the payment, we are offering 3 options:

- You can come to our agency to pay the deposit or total amount, but it has to be at least one day before the tour (if there are still places available which can be more difficult during the season)
- You can give us the details of your credit card, so we charge you from our office
- we can send you the details of our account so that you can do the payment

Deposit is usually 30 % of total costs.

When we receive the money, you will get a confirmation mail.

The agency is obligated to give the Customer advise in choosing the suitable service, but the Customer is responsible for his choice. Once the tour and availability of date is confirmed Agency will offer to the Customer several methods of payment which the Customer will need to confirm in order to book the tour. Customer have two working days to accept that proposal and to secure the reservation.

Agency is committed to protect the Customer's personal information which will not be sold, traded, or rented to any third part.

CANCELLED TRIP

Our boat tours are necessarily at the mercy of the weather.

Although we check weather forecast on daily basis, it is still not 100% reliable.

Also, there is a minimum of people requested for each tour.

That is why, in case of bad weather, or if we don't book enough people for that day, the trip can be postponed or cancelled. Sometimes, if the weather is questionable, we can also change the route of our tour or postpone the departure time.

If the trip is cancelled, and you are not able to go some other day, we will give you a full refund.

CHANGES TO RESERVATIONS

Any changes from the Customer must be made by telephone to Agency's office at +385 21 887 055, 00385 99 75 74 222, by e-mail at info@totosplit.com or directly in Agency's Office. Changes in reservations which made a change in the number of people or the date of the service must be made no later than 2 days before date of departure. Toto Travel Agency reserves the right to adjust the price according to the changes in reservation. The boat excursions depend of the weather forecast and the Agency reserves the right to change the date of departure in case of unfavorable weather conditions. In case of unfavorable weather conditions the agency will organize the excursion on the next suitable day or will refund the money to the guests.

CANCELLATION POLICY

Any cancellation from Customer must be made in written form, by e-mail at info@totosplit.com, or directly in Agency's Offices.

- For a reservation cancelled from 7 to 2 days prior to departure -30% of total trip cost.
- For a reservation cancelled less than 24 hours prior to departure, the total price of the reservation will be charged.
- In case of no-show, the total price of the reservation will be charged.

In case of bad weather, or if we don't book enough people for that day, the trip can be postponed or cancelled. Sometimes, if the weather is questionable, we can also change the route of our tour or postpone the departure time. In case of cancellation total amount will be refunded.

In cases where the Customer cannot take the tour he/she has booked as a consequence of force majeure, Agency will refund the total amount. Agency may require the Customer to provide the confirmation of inability to participate in the tour.

EQUIPMENT

All our boats are equipped with all the necessary safety equipment (safety gears such as life jackets, first aid equipment etc).

Our skippers are professionals trained for different weather conditions.

On our tours, they are provided with what is needed to get the necessary assistance wherever they are.

Also, we provide our boat tour guests with jackets and snorkeling equipment.

HEALTH AND MEDICINE

It is of a crucial importance that you notify us if you have medical problems, use medications, are pregnant or want to travel with a very small child. Our main goal is to offer top quality services and we put special attention to safety.

We have the right to refuse participant to join the trip with us if we feel the trip is physically and/or mentally demanding for them.

YOUR RESPONSIBILITY

Our guests are responsible for selecting a trip that is suitable according to their interests and abilities. For any questions or uncertainty, feel free to ask.

Also, if you are uncertain about which clothes or equipment to bring with you, just contact us.

We suggest you to wear sunglasses, hat, sun cream. You can also bring additional clothes for change, especially if you are going on a tour in pre or post season.

For any special need, we must be notified when you are booking the trip.

Our guests are also responsible for their own behavior.

The Agency is not responsible for lost, damaged or stolen luggage or things during the trip. Lost or stolen luggage is to be reported to our guide or to the relevant police station.

AGE

To be able to book a trip, you must be 18 years old. Younger people and children can participate on our boat tours, but only when accompanied by adults or with given parent approval.