

GENERAL TERMS AND CONDITIONS FOR PACKAGE ARRANGEMENTS

1. GENERAL PROVISIONS

1.1 These General Terms and Conditions constitute an integral part of the Package Travel Agreement ("Agreement") entered into between VENTULA TRAVEL d.o.o. ("Agency"), acting as the travel organizer, and the undersigned Contractor.

1.2 These General Terms and Conditions apply exclusively to package arrangements organized by the Agency. They do not apply if the Agency acts as a mediator or seller of services from other travel agencies. In such cases, the responsible travel organizer and their conditions will be stipulated in the Contract.

1.3 In the event of any inconsistency between the Agreement and/or the Travel Program and these General Terms and Conditions, the provisions of the Agreement and/or the Travel Program shall prevail.

2. DEFINITIONS AND INTERPRETATION

2.1 In addition to terms marked with a capital letter defined elsewhere in the Agreement and these General Terms and Conditions, the following terms shall have the meanings ascribed to them below:

„The Agency“	VENTULA TRAVEL d.o.o., Travel agency, Gradišćanskih Hrvata 14, 21000 Split, Croatia, , registered at the Commercial Court in Split under number 060340772, OIB: 35517220966
„GDPR“	General Data Protection Regulation (Regulation (EU) 2016/679 of the European Parliament and of the Council of April 27, 2016).
"Ministry"	Ministry of the Republic of Croatia responsible for tourism.
"General conditions"	These General Terms and Conditions for the Agency's package arrangements.
"Travel Program"	A document that forms an integral part of the Agreement, and which contains pre-contractual information from Article 29, paragraph 1, points a), b), c), d), e) and f) of the ZPUT.
"Passenger or Traveller"	Every person who has the right to travel based on the concluded Agreement.
"Reasons for which the Agency is not responsible"	The following reasons, if proven by the Agency, release it from liability for damage to the Passenger: a) Non-compliance attributable to the Passenger; b) Non-conformity attributable to an unforeseeable or unavoidable third party not related to the provision of travel services; c) Non-compliance due to extraordinary circumstances unavoidable by the Agency.
"Contractor"	A person who wants to conclude or has concluded a Contract with the Agency for his own benefit and/or for the benefit of one or more Passengers.
„ZPUT“	Act on the provision of services in tourism (Official Gazette No. 130/2017, 25/2019, 98/2019, 42/2020), with all subsequent amendments.

2.2 The definitions apply to both singular and plural forms. All terms defined herein have the same meaning in any certificate or document drawn up pursuant to the Agreement unless otherwise specified. Terms with gender meanings refer equally to men and women.

2.3 When the words "include," "includes," or "including" are used, they shall be deemed to be followed by the words "without limitation."

2.4 Headings in the Agreement and these General Terms and Conditions are for reference only and do not influence the interpretation.

2.5 Any reference to the "Agreement" refers to the Agreement as a whole and not to any particular provision.

2.6 Legal terms herein shall be interpreted in accordance with Croatian law.

3. PROTECTION OF PERSONAL DATA

3.1 The Contractor and Passengers voluntarily provide personal data to the Agency for the realization of the contracted package arrangement.

3.2 The Agency processes, uses, and stores personal data in accordance with applicable regulations, including GDPR. Personal data will not be taken out of the country or given to third parties, except for suppliers and associates participating in the package arrangement.

3.3 Personal data will be stored in a database according to the Agency's decision on data collection, processing, and storage.

3.4 With the Contractor/Traveler's consent, the Agency may use personal data for marketing purposes (e.g., notifications, campaigns, promotions, newsletters). Consent withdrawal can be done by sending an email to info@ventula-travel.com.

3.5 The Agency's privacy protection rules are available on its website. By concluding the Agreement, the Contractor confirms reading, familiarizing all Passengers, and fully understanding and accepting the stated rules.

IN WITNESS WHEREOF, the parties hereto have executed this Package Travel Agreement as of the date first above written.

4. RESERVATIONS AND CONCLUSION OF CONTRACTS

4.1 The contractor can submit an inquiry and application for booking a package arrangement to the Agency by e-mail or via the Agency's website.

4.2 To confirm the reservation, the Contractor is obliged to pay the Agency an advance payment (advance payment) in the amount specified in the Agreement. The Contractor will make the advance payment on the basis of a written proposal of the Agreement that the Agency will deliver to the Contractor, which will also specify the deadline by which the advance must be paid. The Agreement enters into force on the day the Agency receives the entire amount of the advance payment specified in the Agreement. The advance payment will be included in the price of the package arrangement. If the Contractor does not make the advance payment within the period specified in the Contract proposal, it will be considered that the Contractor has canceled the reservation application, and that he has not accepted the specified Contract proposal, and the said Contract proposal is considered invalid after the expiration of that period.

4.3 The Contractor is obliged to pay the balance up to the total price of the package arrangement to the Agency within the period specified in the Contract. If the remaining amount of the price of the package arrangement is not paid within the agreed term, it will be considered that the Contractor has canceled the Agreement, and the Contractor is obliged to pay the Agency the agreed fee for termination of the Agreement.

5. TRANSFER OF CONTRACT TO ANOTHER PASSENGER

5.1 Before the start of the package arrangement, the Contractor may transfer the Agreement to another Traveler who meets all the conditions applicable to that Agreement, about which he is obliged to inform the Agency in writing no later than 7 days before the start of the package arrangement. The Contractor and the Passenger to whom the Contract is transferred are jointly and severally liable to the Agency for the payment of the price, and in addition to all possible additional fees, charges or other costs arising from the transfer of the Contract, of which the Agency has informed them and provided them with proof of their occurrence.

6. PAYMENT

6.1 Unless otherwise stipulated in the Agreement, the Contractor may pay for the Agency's services by bank transfer to the Agency's business account, and by credit/debit cards accepted by the Agency using online payments.

6.2 In the case of payment by bank transfer to the Agency's business account, bank transaction costs are paid by the Contractor or another Traveler making the payment. In the case of payment by credit card, the agreed amount is increased by card fees from the Agreement.

7. PRICE AND CONTENTS OF THE PACKAGE ARRANGEMENT

7.1 The price of the package-arrangement is determined by the Travel Program and is specified in the Agreement, and includes the services specified by the Agency in the Travel Program. By concluding the Contract, the Contractor confirms that he is aware of the fact that the price of the package arrangement for other Contractors may be different due to special actions and promotions of the Agency with the aim of improving the sale of the package arrangement and filling vacancies (e.g. special offers called "First Minute", " Last Minute" etc.).

7.2 The prices stated in the Travel Program are based on the prices agreed between the Agency and its suppliers/service providers and do not have to correspond to the prices stated on the spot at the destination where the Traveler is staying. The contractor is aware and understands that the offered hotels, apartments or other accommodation facilities in the Travel Program are described according to the official categorization of the country in question, which may differ in individual countries, as a result of which the standards of accommodation and services may be different or incomparable.

7.3 All applicable discounts are expressly stated in the Agreement. The Agency does not approve refunds to the Contractor or Travelers for any service included in the agreed price of the package arrangement that the Contractor/Traveler did not use due to their own decision or fault.

8. PRICE INCREASE BY AGENCY

8.1 If the Agreement stipulates the right of the Agency to unilaterally increase the price of the package arrangement after the conclusion of the Agreement, then the Agency may unilaterally increase the agreed price no later than 20 days before the start of the package arrangement in any of the following cases:

- a) changes in the price of Passenger transportation resulting from the cost of fuel or other energy sources, but only on the condition that the amount or share of the Passenger transportation price in the package-arrangement price is expressly stated in the Agreement;
- b) changes in the amount of taxes or fees for travel services covered by the Agreement that are determined by third parties who are not directly involved in the execution of the package arrangement (including tourist taxes, landing fees or fees for embarkation or disembarkation in ports and airports), but only under the condition that the amount or share of such taxes or fees in the price of the package-arrangement is expressly stated in the Agreement; or
- c) changes in exchange rates that are applicable to the package arrangement, but only on the condition that the amount of services related to a specific currency or their share in the price of the package arrangement is specified in the Agreement.

8.2 In the event of such a unilateral increase in the price of the package arrangement, the Agency will unilaterally increase the price by the entire amount of the change in the corresponding parameter from points a), b) and/or c) above, and will notify the Contractor of this in writing with an explanation of the increase and a calculation. The Contractor and the Travelers accept such a unilateral increase in the agreed price if it amounts to (and including) 8% of the agreed total price of the package arrangement. If the specified increase in the price of the package arrangement exceeds 8% of the agreed total price of the package arrangement, the Contractor has the right to cancel the trip or terminate the Agreement without paying a fee for termination of the Agreement. If the Contractor does not submit a written notice of termination of the Agreement to the Agency within 7 days of the Agency's written notification of the price change, he is considered to have agreed to the price change. If the Agreement stipulates the right of the Agency to unilaterally increase the price of the package arrangement after concluding the Agreement in accordance with the above provisions of these General Terms and Conditions, then the Contractor under the same conditions has the right to a price reduction that corresponds to the reduction of the corresponding parameters from point a), b) and/or c). In the event of such a unilateral price reduction by the Contractor, the Agency has the right to deduct the actually incurred administrative costs from the amount of refund owed to the Contractor and, upon the Contractor's request, will provide the Contractor with evidence of these administrative costs.

9. TERMINATION OF THE CONTRACT BY THE CONTRACTOR

9.1 After concluding the Agreement, and before the start of the package arrangement, the Contractor may cancel the trip, i.e. unilaterally terminate the Agreement by delivering a written notice of termination to the Agency, in which case the Agency will charge the Contractor a standard fee for termination of the Agreement specified in the Agreement in the amount determined depending on the date with which the Agency received the Contractor's written notice of termination.

9.2 At the request of the Contractor/Passenger, the Agency will justify the amount of compensation for termination of the Contract.

9.3 The Agency has the right to charge the Contractor a fee for termination of the Agreement regardless of the reason for which the Contractor terminates the Agreement, except in the case when

the Contractor has the right to terminate the Agreement due to violations of the Agreement by the Agency.

9.4 As an exception to the previous clause, in the event that the Contractor terminates the Agreement due to extraordinary circumstances that could not be avoided, which occurred at the destination or in its immediate vicinity and which significantly affect the fulfillment of the package arrangement or which significantly affect the Passenger's transportation to the destination:

- (a) The Contractor is not obliged to pay the above-mentioned fee for termination of the Agreement,
- (b) The Contractor has the right to return all payments made to the Agency in the name of the price of the package arrangement,
- (c) The Contractor is not entitled to any compensation for damages.

9.5 If the Contractor directly or through the Agency has contracted travel cancellation insurance with the insurance company, the Contractor has the right to return the paid compensation funds from the insurance company exclusively according to the terms of the insurance policy.

9.6 All terms and deadlines for the return of the funds paid in the name of compensation are directly agreed between the insurance company and the Contractor, and the Agency bears no responsibility for any non-recognition or objection that the insurance company sends to the Contractor to his request for payment under the specified insurance policy, even if the said insurance was contracted by the Contractor with the insurer through the Agency as an intermediary.

10. TERMINATION OF CONTRACT BY THE AGENCY

10.1 The Agency may terminate the Agreement and return all payments received for the package-arrangement to the Contractor/Travelers in full, without the obligation of compensation for damages and any other payments to the Contractor or any of the Travelers, in any of the following cases:

- a) if the Agency is prevented from executing the Agreement by extraordinary circumstances that could not be avoided, provided that the Agency informs the Contractor of the termination of the Agreement without undue delay before the start of the package arrangement, and
- b) if the number of Passengers registered for a package arrangement is less than the minimum number of passengers specified in the Travel Program, provided that the Agency informs the Contractor of the termination of the Agreement no later than 20 days before the start of the package arrangement for trips lasting more than 6 days, 7 days before the start of the package-arrangement for trips lasting between 2 and 6 days, or 48 hours before the start of the package-arrangement for trips lasting less than 2 days.

11. CHANGES TO THE CONTRACT BY THE AGENCY

11.1 After the conclusion of the Agreement, and before the start of the package arrangement, the Agency may, by delivering a written notice to the Contractor, unilaterally change the terms of the Agreement, provided that such an amendment is insignificant, that is, it does not significantly change any of the main features of the travel services, does not reduce the level of quality or value of the package arrangements, nor does it cause significant inconvenience or additional costs for the Passenger.

11.2 If, after the conclusion of the Agreement, and before the start of the package arrangement, the Agency is forced to significantly change any of the main characteristics of the travel services or cannot fulfill the agreed special requirements of the Passenger specified in the Agreement, it is obliged to notify the Contractor in writing without delay. The aforementioned notification will include a description of the proposed changes to the Agreement and any alternative package-arrangement that the Agency may offer to the Contractor.

11.3 Unless otherwise stated in such a written notice from the Agency, if within 7 days of receiving said notice from the Agency, the Contractor does not notify the Agency in writing that he accepts the amended Contract or the offered replacement package-arrangement, the Contract is considered terminated, and the Agency will, without delay, and within 14 days at the latest, return to the Contractor/Passengers the part of the price paid until then, and the Contractor is also entitled to appropriate compensation for the damage suffered, unless the Agency proves that the proposal to change the Contract was made for Reasons for which the Agency is not responsible.

11.4 If changes to the Agreement result in a package-arrangement of lower quality or price, the Contractor has the right to an appropriate price reduction.

12. IMPOSSIBILITY OF PERFORMING A SIGNIFICANT PART OF THE TRAVEL SERVICES

12.1 If a significant part of the travel services cannot be provided in accordance with the Agreement, the Agency will, for the purpose of continuing the package arrangement, offer the Contractor appropriate alternative arrangements, preferably of equal or higher quality than those specified in the Agreement, without additional costs for the Contractor and Passengers, including in the case when Passengers were not provided with a return to the place of departure as agreed.

12.2 If the Agency proposes an alternative travel arrangement, the consequence of which is a package-arrangement of a lower quality than that specified in the Contract, the Agency is obliged to grant the Contractor an appropriate price reduction. The Contractor may reject the proposed alternative travel arrangements only if they are not comparable to what was agreed in the Contract or if the approved price reduction is inappropriate.

12.3 If the non-conformity significantly affects the execution of the package arrangement and if the Agency has not corrected the non-conformity within a reasonable period set by the Contractor, the Contractor may terminate the Agreement without paying a termination fee and demand, if necessary, a price reduction and/or compensation in accordance with the provisions of these General conditions governing the right to a price reduction and compensation for damages.

12.4 If it is not possible to provide alternative arrangements or if the Contractor rejects the proposed alternative arrangements in accordance with the provisions of these General Conditions, the Contractor has the right, as necessary, to a price reduction and/or compensation in accordance with the provisions of these General Conditions that determine the right to a price reduction and compensation for damages, without terminating the Agreement.

12.5 If the package-arrangement includes transportation of the Passenger, the Agency will, in the cases referred to in the previous two paragraphs of these General Terms and Conditions, ensure the

repatriation of the Passenger without undue delay by equivalent transportation, without additional costs for the Passenger. Additional costs are borne by the Agency.

13. BEARING THE COSTS OF NECESSARY ACCOMMODATION

13.1 When, due to extraordinary circumstances that could not be avoided, it is not possible to ensure the Passenger's return in accordance with the Agreement, the Agency will bear the costs of necessary accommodation for a maximum of three nights per Passenger, if possible in the equivalent category of accommodation provided for in the Agreement. If the legislation of the European Union on the rights of Passengers, which is applied to the relevant means of transport for the return of the Passenger, provides for longer periods, these periods shall apply.

13.2 The limitation of costs from the previous paragraph of these General Terms and Conditions does not apply to persons with reduced mobility, defined in Article 2, point (a) of Regulation (EC) no. 1107/2006 of the European Parliament and the Council of July 5, 2006 on the rights of persons with disabilities and persons with reduced mobility in air transport (OJ L 204, 26.7.2006) and on any person accompanying them, pregnant women, unaccompanied minors and to persons who need special medical assistance, provided that the Agency has been notified of their special needs at least 48 hours before the start of the package-arrangement.

13.3 The Agency cannot refer to extraordinary circumstances that could not be avoided in order to limit liability in accordance with the provisions of this section of the General Terms and Conditions if the provider of transport services cannot refer to such circumstances in accordance with the applicable legislation of the European Union.

14. OBLIGATIONS AND RESPONSIBILITIES OF THE AGENCY

14.1 As a travel organizer, the agency is responsible for the execution of the package arrangement as a whole, that is, for the execution of all services that are included in the price of the package arrangement.

14.2 If the Travel Program does not expressly provide otherwise, the Agency will provide the contracted services in English and Croatian.

14.3 The Agency will, without undue delay, provide adequate assistance to the Traveler in difficulty, in particular by providing adequate information about health services, local authorities and consular assistance and assisting the Traveler in establishing remote communication and finding alternative travel arrangements. If the Passenger caused such a difficulty intentionally or through carelessness, the Agency can charge for the said assistance in the amount of its actual costs.

14.4 If one of the Passengers is a minor who is traveling unaccompanied by a parent or other authorized person as part of a package arrangement that includes accommodation, direct contact with the minor or the person responsible for the minor in the minor's place of residence can be made through the Contact Point of the Agency specified in the Agreement.

14.5 The Agency is obliged to keep as a business secret everything it has learned about the Contractor and the Traveler, and without their approval, except in the cases prescribed by law and if it is necessary for the execution of the Contract, it may not communicate to anyone: their address, place and time of travel, stay, paid the price, as well as the names of their companions.

14.6 The Agency excludes any liability in case it proves the existence of any of the Reasons for which the Agency is not responsible. For all possible damages for which the Agency would be responsible, except for damages resulting from physical injury or damages caused by the Agency intentionally or through negligence, the maximum amount of damages is limited to three times the total price of the package arrangement. If international conventions that bind the European Union or legal regulations based on them limit the scope of compensation for damages that the travel service provider that is part of the package arrangement is obliged to pay, or limit the conditions under which he is obliged to compensate this damage, in that case the same assumptions, limitations and exclusions apply to the Agency in an appropriate manner, and the Agency can refer to it in relation to the Contractor and the Traveler. Damage compensation or price reduction to which the Contractor is entitled in accordance with these General Terms and Conditions, the ZPUT and applicable international conventions and regulations are subtracted from each other.

15. OBLIGATIONS AND RESPONSIBILITIES OF CONTRACTORS AND PASSENGERS

15.1 The Contractor expressly confirms to the Agency:

(a) that he has familiarized all Passengers on the reservation with the Contract (including the Travel Program and these General Terms and Conditions, which form an integral part of the Contract),

(b) that he is authorized to act on behalf of all Passengers listed in the reservation,

(c) that he is fully responsible to the Agency for compliance with the Agreement by all Passengers and is obliged to make all payments provided for in the Agreement for all Passengers,

(d) that advance payments or the entire price of the package-arrangement relate to all Passengers on the same reservation, and are distributed equally to all Passengers on that reservation, unless otherwise defined by the Agreement.

15.2 Whenever these General Terms and Conditions or the Agreement stipulate that the Contractor makes a statement, guarantee, waiver or undertakes an obligation, it is considered that he does the same on his own behalf and on behalf of each of the Passengers.

15.3 Whenever these General Terms and Conditions or the Agreement stipulate that the Traveler makes any statement, guarantee, waiver or undertakes any obligation, it is considered that the Traveler does the same on his own behalf and on behalf of the Contractor.

15.4 The contractor is obliged to provide the Agency with all the necessary personal data of each of the Travelers and submit to the Agency in a timely manner all the documentation necessary for the organization and implementation of the trip.

15.5 The agency has the right to request and keep copies of documents if this is necessary for the realization of the trip.

15.6 If the Contractor does not submit the requested information and copies of documents within the time limit and in the manner requested by the Agency, it is considered that he has given up the reservation or terminated the Agreement, and the Contractor is obliged to pay the Agency the agreed amount of compensation for termination of the Agreement.

15.6 The Contractor is responsible for all damage caused to the Contractor or any Passenger or Agency due to the provision of incorrect and/or incomplete information and/or documents.

15.7 Unless expressly provided otherwise in the Agreement, the Contractor is obliged to obtain all passports, visas, health cards or other travel documentation required for travel and stay abroad for all Passengers and to ensure that said documentation is completely complete and valid at all times.

15.8 The Contractor is obliged to inform the Agency before concluding the Contract about all the facts regarding the health, habits, etc. of each of the Travelers that could endanger the progress of the trip (including if the Traveler for health and other reasons requires a certain type of food, suffers from a chronic disease, allergies, etc.). If special rules for travel are specified in the Travel Program (such as mandatory vaccinations and acquisition of appropriate documents),

15.9 The Contractor and the Passengers are obliged to comply with the rules of the accommodation units regarding the time of starting to use rooms, apartments, cabins, etc., and the time of leaving them. If the Traveler in any way violates the safety, peace or comfort of other Travelers or third parties or endangers and/or hinders the regular development of the Travel Program, the Agency, in addition to the right to compensation, has the right to terminate the trip for that Traveler and continue the implementation of the package arrangement without her/him. If in that case the Passenger is a minor, the Contractor is obliged to ensure the Passenger's return home at his own expense.

15.11 The Passenger shall comply with all reasonable instructions of the Agency representative and cooperate with the Agency representative in good faith. In case of any dissatisfaction, the Traveler is obliged to cooperate in good faith with the representative of the Agency and try to resolve the matter of dissatisfaction, without disturbing other Travelers and third parties, and damaging the reputation of the Agency.

15.12 In case of breach of obligations from the Agreement and applicable regulations, the Contractor and the Traveler will be responsible for any damage suffered by any Traveler, the Agency, any service provider included in the package arrangement or any third party, and will indemnify the Agency against all claims under that basically. The Contractor is jointly and severally liable with the Traveler for the obligations of the Traveler from the previous sentence.

15.13 In the event of cancellation of the package arrangement, whether by the Contractor or the Passenger, it is expressly agreed that neither the Contractor nor the Passenger can avail themselves of any of the services listed in the package arrangement. All rights to utilize such services cease upon the cancellation of the arrangement, and no claims for refunds or compensations related to these services will be entertained.

16. COMPLAINTS OF PASSENGERS

16.1 The Contractor and/or the Passenger is obliged, without undue delay and taking into account the circumstances, to notify the Agency of any non-compliance that it finds during the performance of the travel service covered by the Agreement.

16.2 The Agency will correct this non-conformity at the request of the Contractor or the Traveler, unless this is not possible or if the elimination of the non-conformity would cause disproportionate costs, taking into account the extent of the non-conformity and the value of the travel services affected by the non-conformity.

16.3 If the Agency does not correct the non-conformity for the reasons stated in the previous sentence, the Contractor has the right to a price reduction, and in addition to damages, unless the Agency proves that the same is the result of Reasons for which the Agency is not responsible.

16.4 If the Agency does not correct the non-conformity within a reasonable time set by the Contractor or the Traveler, the Contractor and/or the Traveler can do it themselves and demand compensation for the necessary expenses.

16.5 The Contractor or the Traveler is not obliged to set a reasonable deadline for the Agency to correct the non-conformity if the Agency has refused to correct the non-conformity or if the non-conformity needs to be corrected immediately.

17. INSURANCE OFFERED BY THE AGENCY TO THE PASSENGER

17.1 In accordance with the ZPUT, the Agency offers the Contractor/Traveler the opportunity to contract directly (or through the Agency as an intermediary) with a third-party insurer insurance against the consequences of an accident and travel illness, damage and loss of luggage, voluntary health insurance during the trip and stay abroad, insurance in case of trip cancellation and insurance that covers the costs of assistance and return of the passenger to the place of departure in case of accident and illness.

18. BILLING INSURANCE FOR THE CASE OF INSOLVENCY AND LIABILITY FOR DAMAGE

18.1 Pursuant to the ZPUT, the Agency is with the insurance company **Generali Osiguranje d.d.**, Slavenska avenija 1B, HR-10000 Zagreb, Croatia, based on the Insurance Agreement dated March 29, 2024. contracted: bail insurance in case of insolvency, which enables the Contractor/Traveler to directly exercise his rights from the bail from the insurance company under **policy number P15 - 1020001008**, and insurance against liability for damage caused by the Agency to the Traveler by non-fulfilment, partial fulfilment or improper fulfilment of obligations under the Agreement under **policy number P13-1020266389**. In the event of an insured event, the Contractor/Passenger is obliged to contact the insurer Generali Osiguranje d.d., Slavenska avenija 1B, HR-10000 Zagreb, Croatia, phone: +385 21 350 800, E-mail: info.hr@generali.com, web: <https://www.generali.com/>. This is valid as a certificate of insurance in case of bankruptcy or insolvency of the Agency and insurance against liability for damage.

19. FINAL PROVISIONS

19.1 It will be considered that the delivery of the notification between the Contracting Parties in accordance with the Agreement was validly made in writing if it was sent:

(a) by registered mail with return receipt or

(b) by e-mail to the last address, i.e. the e-mail address notified by one of the Contracting Parties the other in writing. The contractor is solely responsible for the correctness of the address, that is, the e-mail address for sending the notification about which he informed the Agency, and is obliged to notify the Agency without delay in writing about any change in the data for sending the notification. General information about the Agency is available on the Agency's website.

The central contact point for administrative cooperation in accordance with the provisions of the ZPUT is the Ministry, Prisavlje 14, 10 000 Zagreb, e-mail: pravni@mints.hr, phone: + 385 1 6169 243.

The competent authority for the supervision of the Agency's operations is the State Inspectorate, Tourist Inspection, Šubićeva 29, 10000 Zagreb, e-mail: turisticka.inspekcija@dirh.hr, phone: + 385 1 2375 100.

The contracting parties will try to resolve all possible disputes related to the Agreement (including its execution and termination) amicably, and if this is not possible, the competent court will be the court in Split, Croatia. The applicable law is the law of the Republic of Croatia (excluding its conflict of laws provisions that would refer to the application of foreign law).

19.2 If any provision of the Agreement or these General Terms and Conditions is or becomes void, invalid or unenforceable, or if the Agreement contains an unintended contractual gap, this shall not affect the validity or enforceability of the remainder of the Agreement. Any such invalid, invalid or unenforceable provision shall be deemed to be replaced, and the gap filled, by a suitable provision that is in accordance with the economic purpose and objective of that provision and/or the Agreement, to the extent legally permitted, closest to the original intention of the Contracting Parties.

19.3 These General Terms and Conditions exclude all previously issued general business terms and conditions of the Agency on package travel, and they enter into force on the date of publication on the Agency's website, that is, on 2023. of the year. The Agency reserves the right to amend these General Terms and Conditions at any time by publishing the amended text of the General Terms and Conditions on the Agency's website, which shall enter into force on the date of publication.