

Based on Article 68, paragraph 1, item 2, and in accordance with Articles 70 and 71 of the Law on Tourism ("Official Gazette of the Republic of Serbia" No. 17/2019), the director of TA "Balkan roads doo" from Belgrade, ul. Omladinskih brigada 98, PIB: 112060732 Mat.br. 21599662 on 23.10.2024. establishes the following:

GENERAL TRAVEL TERMS

1. PRE-CONTRACTUAL NOTICE

By signing the standard travel contract-confirmation (hereinafter: the Contract) with his signature on behalf of all passengers from the Contract (hereinafter: the Passenger) confirms that he has been given these General Travel Conditions (hereinafter: the General Conditions), the Travel Guarantee certificate and the pre-prepared and published travel program (hereinafter: the Program), that he, like all passengers from the contract, is familiar with them and accepts them in full, as well as that he is familiar with the optional travel and health insurance options.

The provisions of these General Conditions form an integral part of the Contract between the Passenger and TA "Balkan roads doo" as the travel organizer (hereinafter: the Organizer) and are binding for both contracting parties, except for the provisions defined in a separate written contract or the Program. Pre-contractual notice is more closely defined by the Travel Program in accordance with Article 93 of the ZOZP.

2. APPLICATIONS, PAYMENTS AND CONTRACT

The Traveler shall submit the application in writing or on a durable medium or by e-mail or fax. The Traveler may apply for the trip at the headquarters, branches, or separate special premises of the Organizer, as well as at travel agencies that have concluded an agreement with the Organizer on the indirect sale of travel (hereinafter: the Agent). The Agent who offers and sells a tourist trip for sale is obliged to indicate the capacity in which he acts in the Travel Program and Travel Confirmation. The Traveler's application becomes valid when it is confirmed by concluding the Agreement, in the manner in which the Application was made, and by paying an advance payment of 50% of the price of the arrangement, unless otherwise agreed. The remainder of the agreed price, unless otherwise agreed, is paid 15 days before the start of the trip. If the Traveler does not make the full payment within the deadline, it is considered that the trip has been canceled in accordance with point 12 of the General Terms and Conditions. Each advance payment is recorded as a payment for all passengers, and not just for one specific passenger from the Contract.

By concluding the Contract, the Program becomes its integral part and cannot be changed, unless the contracting parties expressly agree otherwise, or if the changes occur due to

force majeure. If the Contract is cancelled or amended, the cancellation provisions and amendments apply to all passengers specified in the Contract.

For the timeliness of payment, the date of payment to the Organizer's or Intermediary's account is decisive. In the event of late payment in full, advance payment or payment of the remaining part of the arrangement payment, the Travel Organizer may withdraw from the Contract and request compensation in accordance with point 12 of these General Terms and Conditions.

3. OBLIGATIONS AND RIGHTS OF THE ORGANIZER

- The Contract, in addition to the services from the Program, includes special requests from the Traveler, with which the Organizer has exclusively agreed,
- Pays the proportional real difference between the contracted price and the travel price, reduced in proportion to the non-performance or incomplete performance of the Contract (hereinafter: Price Reduction), upon a timely and justified written complaint - objection from the Traveler, in accordance with the law and these General Terms and Conditions, unless the failures in the performance of the Contract were due to the Traveler's fault.
- Before departure, provide the name, address and telephone number of the local representative, or local partner agency, and exceptionally and if necessary, the address and telephone number of the Organizer for emergency assistance to the Traveler,
- Is not responsible for services provided to the Traveler by other persons outside the Program,
- All oral and any other type of information, which differs from those contained in the Program, the Agreement or the Special Agreement and these General Terms and Conditions, are not binding on the Organizer and cannot be the basis for raising objections or complaints by the Traveler

4. OBLIGATIONS AND RIGHTS OF THE PASSENGER

- To become thoroughly acquainted, as well as all persons from the Contract, with the Program, General Terms and Conditions and the Travel Guarantee, to point out special requirements that are not included in the published Program,
- To provide optional travel insurance policies themselves, because the Organizer does not provide them and is not responsible for them,
- To pay the agreed price under the conditions, deadlines and in the manner stipulated in the Contract,
- To timely submit to the Organizer accurate and complete data and documents necessary for organizing the trip and guarantee that he, his documents, luggage, etc., meet the conditions specified by the regulations of our, transit and destination countries (border, customs, sanitary, monetary and other regulations),

- To compensate for the damage caused to direct service providers or third parties by violating legal and other regulations and these General Terms and Conditions,
- To promptly designate another person to travel in his place, to reimburse the Organizer for actual costs caused by the replacement and to be jointly and severally liable for the unpaid part of the agreed prices,
- To immediately and on the spot communicate a justified objection, as a rule in writing, to the Organizer or persons specified in the travel documentation,
- It is recommended that before concluding the contract, the traveler be informed via the website of the Ministry of Foreign Affairs of the Republic of Serbia (www.msp.gov.rs) and in other ways, about the countries of so-called high or moderate risk,

5. PRICES AND CONTENT OF SERVICES

The Organizer sells the tourist trip at a selling price expressed in a single amount. The selling price can be expressed in dinars and in foreign currency. When prices are expressed in foreign currency, and the payment is made in dinars, the official middle exchange rate of the dinar on the day of payment is applied. Prices are formed based on the Organizer's business policy and cannot be the subject of objections by the Traveler.

Services performed abroad (which are not agreed and paid in advance) are paid by the Traveler on the spot to the direct service provider.

The sales price from the Agreement contains all those costs that form an inseparable part necessary for the realization of the tourist trip and includes, a pre-prepared and published combination of at least two or more services of average quality, common for a given destination and facilities, namely: accommodation, meals, transportation, transfers, regular services of a representative at the destination, preparation and organization of the trip, and which is expressed in a single amount that the Traveler pays (hereinafter: Standard Services).

The price of the arrangement does not include, unless otherwise specifically agreed (hereinafter: Special Agreement), the costs of: a local tourist guide, special services of the organizer's representative, tourist animator, optional programs, use of sun loungers and parasols, obtaining visas, tickets to facilities and events, passenger and luggage insurance, room service, use of the room bar, air conditioning, recreational, medical, telephone, etc. services, reservation of a special seat in a means of transport, accommodation costs in a single room, rooms with special characteristics (view, floor, size, balcony, etc.), additional meals, etc. (hereinafter: Special Services).

The Intermediary is not authorized to negotiate special services on behalf of the Organizer that are not provided for in the Program.

The conditions relating to the realization of discounts for children as well as other benefits specifically provided in the Program are determined by the direct service providers and should be interpreted restrictively (e.g. for children up to two years of age, the relevant

calendar date is when the child turns two years old in relation to the date of the start of the trip, and not the date of conclusion of the contract). In the event of an incorrectly stated age of the Traveler, the Organizer has the right to charge the difference up to the full price of the trip.

The price does not include, and the Organizer cannot be held liable to the Traveler, for optional and subsequently performed services, performed and charged by a foreign partner, i.e., a direct service provider, and not provided for in the Program or a Special Agreement, as well as for the Traveler's participation in sports and other leisure activities.

If, within the specified period, the Traveler does not notify the Organizer in writing that he/she is withdrawing from the Agreement, it is considered that he/she agrees to the new price, which can also be done through the payment made.

6. PRICE CHANGE AND PASSENGER'S RIGHT TO CANCELLATION

The organizer may increase the agreed price from the travel organization contract if this right has been agreed and if it has been agreed that the traveler has the right to a price reduction. The organizer may increase the price, or the traveler may reduce the price, in the event of a change in:

- 1) the price of passenger transportation due to a change in the price of fuel or other energy sources;
- 2) existing taxes or the introduction of new taxes, including tourist taxes, airline taxes or taxes for embarking or disembarking in ports and airports;
- 3) the exchange rate relating to the tourist trip.

If the price increase is greater than 8% of the total price of the tourist trip, the organizer may not unilaterally change the price. Regardless of the extent of the price increase, such an increase will be possible only if the organizer informs the traveler about the increase in a reasonable and non-deceptive manner.

7. CATEGORIZATION AND DESCRIPTION OF SERVICES

All services listed in the Program include standard services of average quality, common and specific to certain destinations, places and facilities. In the event that the traveler wants some services outside the Program, he must conclude a Special Agreement.

The Organizer is not responsible for descriptions of services in catalogs - publications or on the websites of direct service providers (e.g. hotels, carriers and other persons), unless the Traveler has explicitly referred them to them. The Organizer is only responsible for descriptions of services contained in its Programs, i.e. on its website. Accommodation facilities and accommodation units, means of transportation and other services are described according to the official categorization of the domicile country at the time of

publication of the Program, are different and are not comparable by destination, even within the same destination. Food, comfort and quality of service depend primarily on the price of the arrangement, the selected destination and categorization, determined by local-national regulations and are beyond the supervision and influence of the Organizer.

The start and end dates of the trip determined by the Program do not imply a full-day stay of the traveler in the accommodation facility, or destination. The time of departure or arrival of the traveler and the entry or exit of the traveler from the accommodation facility is conditioned by procedures at border crossings, road conditions, permits of the competent authorities, technical and weather conditions or force majeure, which may affect the departure time of the plane and other means of transport that the Organizer cannot influence, and therefore the Organizer is not responsible for such cases. The first and last days of the Program are intended for travel and do not imply a stay in a hotel or place of destination - they only indicate the calendar day of the start and end of the trip, so the Organizer is not responsible for evening, night or early morning flights, entering the room in the late evening, leaving the hotel in the early morning, and the like.

For air arrangements, the agreed start time of the trip is the meeting of the passengers at the airport, which is at least 2 hours earlier than the first published departure time by the airline. In the event of a change in the stated departure time of the aircraft, the Organizer does not bear any responsibility, but national and international regulations in the field of air traffic apply. As a rule, departure - arrival, take-off - landing of the aircraft, in the case of charter flights is in the late evening or early morning hours, and if, for example, the agreed initial or final meal in the form of a so-called "cold meal" is provided in the accommodation facility, the Contract is considered to be fully executed.

The services of a tourist guide, companion, local guide, animator or local representative do not imply their full-day and continuous presence, but only contact and necessary-urgent assistance to the Passenger, according to pre-determined periodic duty hours, published on the notice board or in another appropriate manner. Instructions and instructions of the authorized representative of the Organizer (especially regarding departure times, transportation, accommodation, legal and other regulations) are binding on the Traveler, and failure to comply with the aforementioned instructions constitutes a breach of the Contract, and all possible consequences and damage in such a case shall be borne by the Traveler in full.

If circumstances beyond the Organizer's control and ability require that the flight or transportation be moved to another airport or place, the Organizer is obliged to offer the Traveler another suitable transportation, until the end of the tourist trip, without additional costs for the Traveler, as well as to pay any difference in price between the contracted and provided services /Article 103 of the Tourist Act/.

When a third party takes the place of the person who reserved a certain tourist service, the Organizer is entitled to compensation for the necessary costs of the change incurred. The traveler and the person taking his place are jointly and severally liable for the payment of the agreed price and the costs of replacing the traveler. The organizer will not accept the

replacement of the traveler if the change is not timely, if there are special requirements in relation to the trip or if it is not in accordance with legal or other legal regulations.

8. ACCOMMODATION, FOOD AND TRANSPORT

8.1. Accommodation

Accommodation must be specified in the Travel Program, with the note that:

- The Traveler will be accommodated in any officially registered accommodation unit in the accommodation facility described in the Program, regardless of the characteristics of the Traveler, the location and position of the facility, the number of floors, the proximity of noise, parking and other characteristics,
- Triple and quadruple accommodation units (rooms, studios, apartments, etc.) are determined in accordance with the categorization and regulations of the country of residence.
- The Organizer is not liable to the Traveler for damage caused due to his failure to comply with legal regulations, prescribed rules and customs established by carriers, hoteliers and other direct service providers,
- The Traveler undertakes to familiarize himself with and respect the rules of conduct in the accommodation facility, especially regarding: depositing and keeping money, valuables and valuables, bringing food and drinks into the rooms, respecting order, accommodation and leaving the room at a certain time, number of people in the room, etc., because the Organizer is not liable for damage caused on this basis.

8.2. Food

Mandatory indicated in the Travel Program, with the note that:

- The variety, quality of food and food service, depends mainly on the price of the arrangement, the category of the facility, the destination and local customs, regardless of whether the service is self-service or served (menu),
- All inclusive service and any other, includes services according to internal hotel rules, and does not have to be identical even within the same category at the same destination. The Organizer has informed the Traveler about the content of the All Inclusive service in writing,
- Breakfast, unless otherwise specified in the Program, includes continental breakfast,
- If the occupancy of the hotel capacity is below 30%, it is possible that instead of self-service, the food service is provided by serving, if provided for in the Travel Program.
- The food conditions in the accommodation facility are identical, regardless of whether children, elderly people, or people with special needs are traveling under the Contract. In the event that the Traveler reaches a different agreement with the

direct food provider on site, the Organizer shall not bear any responsibility for the food service provided in accordance with that agreement.

8.3. Transportation

Unless otherwise specifically agreed:

- Transportation and transfers are carried out by standard tourist buses or other means, according to the regulations and criteria in force in the country in which the carrier hired by the Organizer is registered, and the regulations, principles and rules determined by the carrier apply (e.g. transportation in any means of transportation does not include numbered seats, nor does it include meals and drinks during the trip, etc.). The passenger is obliged to accept every offered seat in the means of transportation,
- The organizer has the right to hire all types of tourist buses that meet the conditions stipulated by the regulations (bus or double decker), as well as other means of transportation, if circumstances require it, if a mini-bus is hired, it is necessary to define the number of seats,
- During the ride, toilets are not in use in the buses, unless otherwise approved. The passenger is obliged to compensate for any damage caused by his negligence in the means of transportation on the spot. The passenger is obliged to check and reconcile his personal and travel documents and luggage before the trip, and in case of any irregularities, inform the tour guide/chaperone,
- The passenger has the obligation to behave appropriately in the means of transport and to comply with traffic regulations and rules on the transport of passengers, otherwise the Organizer has the right not to accept him for transport, or in the presence of the police to remove him from the means of transport and further transport to the destination will not be the Organizer's obligation. If the passenger cancels the trip due to being removed from the means of transport, the cancellation scale from point 12 of the General Terms and Conditions will apply,
- The route, breaks, places and their duration are determined by the tour guide/chaperone - driver. The tour guide/chaperone - driver has the right, due to unpredictable, unavoidable or safety and similar circumstances, to change the schedule, itinerary, or the order of sightseeing.
- The Passenger is obliged to follow the instructions of the driver or guide/travel companion (length of breaks, etc.),
- Inconsistency of personal data provided to the Organizer with the data in the Passenger's passport (passenger names, etc.) may result in the issuance of a new plane ticket, at cost or even the declaration of the ticket as irregular, for which the Passenger shall bear the consequences. The Passenger is responsible for his/her plane ticket from the moment it is handed over to him/her at the airport or in the agency. There is no possibility of issuing duplicate plane tickets, nor boarding passes. The Passenger shall bear the full consequences of their loss or disappearance during the trip,

- Plane or special transport tickets are valid only on the dates and times indicated on them,
- Transport of the Passenger by air, rail, sea, river or lake means of transport is carried out and is the direct responsibility of these carriers, determined in accordance with the regulations and customs governing the aforementioned types of transport.

9. TRAVEL DOCUMENTS, HEALTH AND LEGAL REGULATIONS

The traveler traveling abroad must have a valid travel document, valid for at least 6 months from the date of completion of the trip, and submit to the Organizer within the deadline the correct and complete data and documents required for obtaining a visa, if the Organizer obtains it. An official of the Organizer's agency, nor the Intermediary, is not authorized to determine the validity of travel and other documents. When the Organizer mediates in the procedure for submitting documents, it does not guarantee obtaining a visa, nor obtaining a visa on time and does not bear any responsibility for the incorrectness of travel and other documents or if border authorities or immigration services do not approve entry, transit or further stay of the Traveler. If the Traveler loses travel documents during the trip or they are stolen, he is obliged to promptly obtain new ones at his own expense and bear all possible harmful consequences on this basis.

The Traveler is obliged to arrange Special Services related to his health condition, such as specific diet, accommodation characteristics, etc., due to chronic illness, allergy, disability, etc., otherwise the Organizer does not assume any special obligation, responsibility or damage on this basis. For trips to countries where special rules apply, which include mandatory vaccination or the acquisition of certain documents, the Traveler is obliged to carry out the necessary vaccinations and provide appropriate certificates thereof, and in the event of any consequences, he/she is solely responsible for the damage.

The Traveler is obliged to strictly comply with the customs, foreign exchange and other regulations of the Republic of Serbia, transit and countries in which he/she is staying, and in the event of the inability to continue the trip, or stay and everything else, all consequences and costs are borne by the Traveler.

If the trip cannot be realized due to the Traveler's failure, in relation to the provisions of this point, the provisions of point 12 of the General Terms and Conditions shall apply.

10. BAGGAGE

The Traveler is specifically warned that: The transportation of luggage up to a certain weight, determined by the air carrier, is free of charge. The Passenger pays for excess baggage according to the valid carrier prices indicated in the Travel Program. The transportation of special baggage from the airport to the hotel and back is the sole responsibility of the Passenger. Special safety rules regarding hand luggage apply at all

airports, so we recommend that the Passenger inquire at the Nikola Tesla Airport in Belgrade for more information by calling 011/ 209- 4444 or visiting the website: www.beg.aero. The Passenger is obliged to report damage and loss of baggage on flights without delay on the spot, to the competent airport service for lost baggage, because airlines generally refuse compensation if the damage report form is not completed and submitted. The Passenger is obliged to report the loss, damage or disappearance of baggage, during the trip, to the Organizer's representative.

When traveling by bus, the Passenger may take 2 pieces of baggage per seat occupant, and hand it over to an authorized person of the Organizer. Children under two years of age are not entitled to free baggage. The Traveler is obliged to take care of his belongings brought into the means of transport (personal luggage), of giving or taking over the luggage handed over to an authorized person of the carrier, or brought into the accommodation facility. The Traveler exercises all his rights under the above with or through the Travel Organizer, or directly from the carrier, accommodation or insurance provider, and in accordance with applicable international and domestic regulations. The transfer of luggage from the parking place to the accommodation unit is the Traveler's obligation (transportation will be as close as possible to the accommodation facility). The Organizer is not responsible for forgotten items in the means of transport.

Except in the case of intent and gross negligence, the Organizer is not responsible for expensive items that are not usually carried with them, except when the items have been expressly taken over for safekeeping. Therefore, the Traveler is not recommended to bring valuable items on the trip, and otherwise to hand them over properly for safekeeping or to carry them with them.

It is the Passenger's duty to visibly mark their luggage with personal data, and not to leave personal documents, belongings and valuables in a parked vehicle, as the Organizer is not responsible for their disappearance. It is recommended that documents, gold, valuables, technical instruments and medicines be carried exclusively in hand luggage, and during the stay they should be deposited in a safe, if possible.

The Passenger is obliged to report the loss, damage or disappearance of luggage during the trip to the Organizer's representative.

11. CHANGE AND CANCELLATION OF THE CONTRACT BY THE ORGANIZER

Before the start of the trip, the organizer may unilaterally change the travel contract if:

- 1) the organizer's right to unilaterally change the contract is provided for in the contract;
- 2) if the change is negligible.

If, before the agreed departure date, the organizer determines that he is forced to change certain essential elements of the travel arrangement contract, such as the price,

destination, means of transport, characteristics or category of transport, date, type, location, category or level of comfort of accommodation, or if the organizer cannot meet the special requests of the traveler with which he has agreed, the organizer or intermediary is obliged to inform the traveler without delay. The notification of the change in the terms of the contract contains a reasonable deadline within which the traveler is obliged to inform the organizer or intermediary whether he accepts the proposed changes or terminates the contract without paying a termination fee, as well as information on the consequences of missing the deadline and, if necessary, information on the offered replacement trip, of equal or higher quality and its price. In the event that the traveler accepts the proposed changes to the contract or accepts a replacement trip, the organizer is obliged to conclude a new travel arrangement contract and provide a new travel guarantee. If the change in the contract or the replacement trip leads to lower quality or causes additional costs for the traveler, the organizer is obliged to provide the traveler with an appropriate price reduction. In the event of termination of the contract, the organizer shall refund all payments received from the traveler immediately, and no later than 14 days from the date of termination of the contract.

The organizer may terminate the travel organization contract and, before the start of the trip, pay the traveler the total amount paid for the tourist trip when: 1) the number of persons registered for the tourist trip is less than the minimum number stipulated in the contract and the organizer notifies the traveler of the termination within the period specified in the contract, which cannot be shorter than: (1) 20 days before the start of the tourist trip in the case of trips lasting longer than six days; (2) seven days before the start of the tourist trip in the case of trips lasting between two and six days; (3) 48 hours before the start of the tourist trip in the case of trips lasting shorter than two days; 2) the organizer is prevented from performing the contract due to unavoidable and extraordinary circumstances. In such a case, the organizer is obliged to notify the traveler of the termination of the contract without undue delay, and before the start of the tourist trip. The Organizer is obliged to pay the total amount paid to the Traveler, without undue delay, and no later than 14 days from the termination. The Organizer is not responsible for the reimbursement of any expenses incurred by the Traveler due to the termination of the contract.

If the Traveler disrupts the implementation of the trip due to rude and inappropriate behavior, regardless of the warning issued, the Organizer may request reimbursement of any expenses incurred.

In the event of extraordinary circumstances occurring during the trip that could not have been foreseen in advance, and which may be considered force majeure (terrorist attacks, state of emergency, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc.), both contracting parties have the right to terminate the Contract, whereby the Organizer assumes no responsibility if the Traveler refuses the offered return by the provided means of transportation.

12. CANCELLATION OF THE CONTRACT BY THE TRAVELER

12.1. Before the start of the trip

The Traveler has the right to cancel the trip, of which he is obliged to notify the Organizer in writing in the manner in which the Contract was concluded. The date of written cancellation of the Contract is the basis for calculating the compensation due to the Organizer, expressed as a percentage according to the cancellation scale in relation to the total cost of the trip, unless otherwise specified in the Program, as follows:

- If the Traveler cancels the trip in a timely manner (90 to 45 days), the Organizer has the right to compensation only for the administrative costs incurred.
- 10% if the trip is cancelled 44 to 30 days before the start of the trip,
- 20% if the trip is cancelled 29 to 20 days before the start of the trip,
- 40% if the trip is cancelled 19 to 15 days before the start of the trip,
- 80% if the trip is cancelled 14 to 10 days before the start of the trip,
- 90% if the trip is cancelled 9 to 6 days before the start of the trip,
- 100% if the trip is cancelled 5 to 0 days before the start of the trip or during the trip.

Notwithstanding the above, the following cancellation scale will apply:

- a) with ship cruises
 - 5% and at least EUR 60.00 up to 91 days before the start of the trip,
 - 15% from 90 to 45 days before the start of the trip,
 - 30% from 44 to 29 days before the start of the trip,
 - 50% from 28 to 15 days before the start of the trip,
 - 80% from 14 to 7 days before the start of the trip,
 - 95% from 6 to 3 days before the start of the trip,
 - 100% on the day of travel, non-arrival or cancellation during the trip
- b) for recreational vacations for preschoolers, nature lessons, school and student excursions if the entire contract is canceled:
 - 5% if the trip is canceled up to 120 days before the start of the trip,
 - 20% if it is canceled from 119 to 90 days before the start of the trip,
 - 50% if it is canceled from 89 to 60 days before the start of the trip,
 - 80% if it is canceled from 59 to 45 days before the start of the trip,
 - 100% if it is canceled from 44 to before the start or during the trip.

Change of essential elements of the contract (contracted place, date of travel, means of transport, accommodation facility, accommodation unit), as well as failure to obtain a visa, failure to pay the agreed price, etc. is considered the traveler's withdrawal from the trip.

In the event that the traveler has fully or partially withdrawn from the travel organization contract, before the start or during the duration of the tourist trip, due to circumstances that he could not avoid or eliminate and which, if they had existed at the time of conclusion

of the contract, would have constituted a justified reason for not concluding the contract, the organizer has the right to compensation for actual costs.

The traveler's justified reasons for cancelling the contract are:

- 1) sudden illness of the traveler, as well as serious illness of his blood relative in the direct line, and in the collateral line up to the second degree, spouse or in-law relative up to the second degree, adoptive child and adoptive parent;
- 2) death of the traveler's blood relative in the direct line, and in the collateral line up to the second degree, spouse or in-law relative up to the second degree, adoptive child or adoptive parent;
- 3) natural disasters in the country of departure or destination;
- 4) officially declared state of emergency in the country of departure or destination;
- 5) emergency situation in the country of departure or destination. In this case, the organizer is obliged to provide an explanation of the amount of compensation at the traveler's request.

In the above cases, the Traveler is obliged to submit to the Organizer proof of exercising the rights under health insurance based on temporary disability (certificate from a selected doctor in the field of general medicine, or a discharge list from a stationary health institution, which explicitly confirms the sudden illness and inability to travel), or a death certificate, or a call for military exercise.

Cases of local terrorist attacks, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc., for which a state of emergency has not been declared by the competent state authorities of the country of domicile or travel, cannot be considered justified reasons for cancellation or interruption of the Traveler's trip.

Sudden illness means a sudden and unexpected illness, i.e. an infectious disease or organic disorder, diagnosed by an authorized physician, which occurs after the conclusion of the travel contract and is not related to, nor is it a consequence of, any previous health condition, and is of such a nature that it requires treatment, hospital stay (hospitalization) and prevents the start - use of the contracted trip.

The Organizer, in the event that the Traveler provides an appropriate replacement or the Organizer itself performs the replacement, is obliged to refund the Traveler the funds paid in the total amount, after deducting only the actual and incurred costs. The Organizer is, in the event of a replacement of the Traveler, obliged to conclude a Contract with a new Traveler.

In the event of cancellation of the trip, which is covered by an insurance policy, the Traveler exercises his right directly from the insurer.

In the event of cancellation of the Contract, the Traveler will not be refunded the amount paid to the Organizer for mediation in obtaining visas, as well as paid legal and other obligations.

12.2. After the start of the trip

If, due to the cancellation of the trip, the Traveler does not use some of the contracted services through his own fault, the Organizer will try to obtain compensation from the service provider for the unused services. If the service provider does not return the money, the Traveler is not entitled to a refund of the appropriate part of the price of the unused trip. If the service or value is insignificant, the Organizer is released from this obligation.

If, due to the Organizer's fault, a significant part of the services specified in the Contract is not performed, the Organizer is obliged to implement certain preventive measures so that the trip can be continued or to offer the Traveler other appropriate services until the end of the tourist trip at no additional cost to the Traveler, all in accordance with point 14 of these General Travel Terms, without affecting the Traveler's other legal rights.

13. INSURANCE, DEPOSIT AND TRAVEL GUARANTEE

Travel insurance is not included in the price of the trip. The Organizer advises taking out insurance that is not required by law, such as travel liability insurance, trip cancellation insurance, health insurance and accident insurance. If the Organizer and the Agent offer travel insurance, it is only an intermediary. The insurance contract is concluded only between the Traveler and the insurance company, to which any claims are directly addressed. You should read the insurance terms and conditions and obligations from the insurance contract. Insurance premiums are not an integral part of the trip price and are due immediately upon conclusion of the insurance contract. By signing the Contract, the Traveler confirms that he has been informed and instructed to take out a travel insurance package.

The travel insurance package does not cover mandatory health insurance, and the Traveler is recommended to take out the same himself, as this may be the reason why the border authorities do not allow further travel or that the Traveler has to pay significant costs of possible treatment himself.

In accordance with the provisions of the Law on Tourism, the Organizer has a deposit of 500.00 euros and a travel guarantee for license category B in the amount of 5,000.00 euros, which, in the event of:

- a) insolvency of the Travel Organizer, provides:
 1. the costs of necessary accommodation, food and return of the Traveler from the trip to the place of departure in the country and abroad,
 2. claims for funds paid by the Traveler based on the Tourist Travel Agreement, which the Travel Organizer has not realized,
 3. claims for funds paid by the Traveler in the event of cancellation of the trip by the Traveler, in accordance with the General Terms and Conditions of Travel,
 4. claims for the difference between the funds paid based on the Tourist Travel Agreement and the funds reduced in proportion to the non-performance or

incomplete performance of the services included in the Travel Program and in the event of;

- b) compensation for damages provides compensation for damages caused to the Traveler by the non-fulfillment, partial fulfillment or improper fulfillment of the obligations of the Travel Organizer, which are determined by the General Terms and Conditions and the Travel Program:
1. for claiming the Traveler's paid funds based on the Tourist Travel Contract that the Travel Organizer did not implement and
 2. for claiming the difference between the paid funds based on the Tourist Travel Contract and the funds reduced in proportion to the non-performance or incomplete performance of the services included in the Travel Program.

The coverage period of the Travel Guarantee is from the date of its issuance until the end of the tourist trip, i.e. until the Traveler's return to the agreed destination.

The Travel Guarantee of MILENIJUM OSIGURANJE a.d.o. under Policy No. 30000044676, dated 25.09.2024., is contracted with the duration of insurance from 01.10.2024. to 01.10.2025., is activated without delay, i.e. within 14 days from the date of the insured event, at MILENIJUM OSIGURANJE a.d.o, by phone +381117152300, in writing or by telegram to the address Bulevar Milutina Milankovića 3b or by email office@milenijum-osiguranje.rs

14. ASSISTANCE, COMPLAINTS, CLAIMS AND DISPUTE RESOLUTION

The travel organizer is obliged to prominently display a notice at the point of sale about the method and place of filing a complaint, and to ensure the presence of a person authorized to receive complaints during working hours.

The travel organizer is obliged to keep records of received complaints, and to keep them for at least two years from the date of filing a complaint by the Traveler.

The Traveler is obliged to immediately notify the local representative of the Organizer on site of a justified complaint, and in urgent cases if the latter is not currently available, to the direct service provider (e.g. carrier, hotelier, etc.), or if these persons are not listed in the travel documents, directly to the Organizer.

For assistance, emergencies and other cases, as well as complaints, the Traveler can contact the Organizer by phone. number +381665091793, on weekdays from 09-17h Central European Time or via e-mail: kontakt@balkanroads.rs For urgent and similar procedures, it is necessary for the Traveler to state the Contract number, the place of travel, the name of the accommodation facility, the names of the travelers, the address or telephone number, etc., through which they can be contacted.

The Traveler is obliged to cooperate in good faith in the complaint procedure in order to resolve the problem within a reasonable time depending on the nature of the complaint

(e.g. refrigerator malfunction, power or water outage, poorly cleaned apartment, etc. deficiencies) and accept the offered solution that corresponds to the contracted service.

If the cause of the complaint is not eliminated on the spot, the Traveler, together with a representative of the Organizer, draws up a written confirmation in two copies, which both parties make and sign. The Traveler retains one copy of this confirmation.

Local representatives do not have the right to recognize any claims for compensation, but only the Organizer.

The Traveler cannot request a proportional price reduction, termination of the Contract and compensation for damages, if he/she negligently and in the prescribed manner fails to notify the authorized representative and the Organizer on the spot, without delay and in a timely manner, of the deficiencies between the provided and contracted services.

If the deficiencies are not eliminated on the spot, the Traveler is obliged, within fifteen days from the date of completion of the trip, or within thirty days from the date of determination of the "deficiencies", to submit a substantiated and documented complaint (written complaint on the spot, invoices for paid expenses, a request by type of unperformed services, factually specified and quantified in relation to each traveler individually, witnesses and other evidence) and to request a refund of the difference in price between the contracted and unperformed, or partially performed services. Each Traveler who signs the Contract, on his/her own behalf and on behalf of the person from the Contract, or a person with a proper power of attorney for representation, submits a complaint individually, because the Organizer will not consider group complaints.

It is desirable that the Traveler submit the complaint in writing to the Organizer's address in Belgrade, in New Belgrade, Omladinskih brigada 98, 1st floor.

The Traveler may file a complaint orally at the point of sale where he concluded the Travel Contract, or at another place designated for receiving complaints, electronically, or on a durable medium, with the submission of documentation showing the merits of the complaint.

The Organizer is obliged to take into consideration only timely, reasoned and documented complaints, following a complaint made by the Traveler, for which the cause could not be eliminated during the trip on site, and to issue the Traveler a written confirmation or electronically confirm receipt of the complaint, or to communicate the number under which his complaint is recorded in the records of received complaints.

The Organizer is obliged to provide the Traveler with a written response within 8 days of receiving a proper complaint and to pay the difference in price within 15 days. The Travel Organizer may extend this period with the Traveler's consent and record this in the complaint book.

The Traveler is obliged to respond to the Organizer's response no later than three days from the date of receiving the Organizer's response. If the Traveler does not respond within the prescribed period, it will be considered that he does not agree with the Organizer's proposal.

If the complaint is incomplete and needs to be corrected, the Organizer will provide the Traveler with a response, to correct it within the given period, under penalty of failure to comply.

The Organizer will, in accordance with good business practices, respond to the Traveler within the legal period even for complaints that are untimely, unfounded or incorrect.

The price reduction upon the Traveler's complaint may only reach the amount of the complained but unperformed part of the service, it may not include services already used, nor reach the amount of the entire contracted price. The amount of compensation, which is paid upon a justified and timely complaint under the Contract, is proportional to the degree of unperformed, or partially performed service. If the Traveler accepts the payment of compensation in the form of a proportional price reduction, or any other form of compensation, it is understood that he agrees with the Organizer's proposal for a peaceful resolution of the dispute, and thus waives all further claims against the Organizer in connection with the disputed relationship, regardless of the fact that he signed a written confirmation of the refund, with a clause on the final resolution of the mutual disputed relationship. It shall be deemed that the refund of the price difference to the Traveler has been made and an agreement reached with the Traveler in accordance with the law, these General Travel Terms, when the Organizer has offered the Traveler a real price difference for the inadequately provided services, in accordance with the price list of the direct service provider, which was valid on the date of conclusion of the Travel Agreement, and other available evidence, and that the Organizer has acted in accordance with applicable regulations.

Any request by the Traveler to initiate proceedings before other persons, before the expiry of the deadline for resolving the complaint, shall be deemed premature, as shall notification of the public media, a violation of the Agreement.

15. TRAVEL PROGRAM AT THE PASSENGER'S REQUEST AND INDIVIDUAL SERVICES

15.1. Travel program at the request of the Traveler

An individual trip (hereinafter: the Program at the request) of the Traveler is a combination of two or more services, as well as a multi-day stay that includes only accommodation services that are not included in the Organizer's offer, or that the Organizer has not previously published, but has created at the Traveler's request.

The provisions of the previous points of these General Terms and Conditions apply analogously to the Program at the request, unless otherwise regulated by this point.

The Traveler has the right to withdraw from the Contract, of which he is obliged to notify the Organizer in writing. The date of written cancellation of the Contract is the basis for calculating the fee due to the Organizer, expressed as a percentage of the total price of the requested trip, unless otherwise specified in the Program, as follows:

- If the Traveler cancels the trip in a timely manner (90 to 60 days), the Organizer has the right to reimburse only the administrative costs incurred.
- 15% if the trip is canceled from 60 to 30 days before the start of the trip,
- 20% if canceled 29 to 20 days before the start of the trip,
- 40% if canceled 19 to 15 days before the start of the trip,
- 80% if canceled 14 to 10 days before the start of the trip,
- 90% if canceled 9 to 6 days before the start of the trip,
- 100% if canceled 5 days before the start of the trip or during the trip.

15.2. Individual services and "Reservations on request"

If the Traveler books only one service, which does not include an overnight stay, the Organizer acts only as an intermediary for someone else's service. For individual and "reservations on request", the Organizer may request a deposit from the Traveler for the cost of the reservation. If the reservation is accepted by the Traveler, the deposit is included in the price of the service. If the service intermediary does not confirm the reservation within the agreed period, the deposit is fully refunded to the Traveler.

The service intermediary, except for its gross negligence and carelessness, is not liable for defects, material and physical damage in individual tourist services at the request of the Traveler, for which it is only an intermediary between the Traveler and the direct service providers (e.g. individual accommodation services, transportation, tickets for sports events, excursions, car rental, etc.). Upon receipt of evidence of the agreed individual service, contractual relations enter into force, exclusively between the Traveler and each individual service provider.

16. PROTECTION OF PERSONAL DATA OF PASSENGERS

The Passenger is aware that the Organizer has complied with the Personal Data Protection Act and agrees that the Personal Data of the Passenger and his/her companions from the travel confirmation-contract, such as: personal identification number, travel document number, telephone number, e-mail address, postal address of residence, etc. which the Passenger provides voluntarily, constitute a business secret of the Travel Organizer and may be used in the manner and under the conditions prescribed by the Personal Data Protection Act. The Passenger agrees that the Organizer may use the personal data for the implementation of the contracted Travel Program, whereby the addresses, place, time and price of the trip and the names of the companions may not be disclosed to other persons, except for persons specified by special regulations.

17. OBLIGATION TO APPLY

The Organizer may provide for different provisions in the Program in relation to these General Terms and Conditions, due to special conditions and rules for direct service providers, as well as for trips with special content (on the occasion of holding sports,

congresses and similar international events and special forms of tourism - school, hunting and fishing, extreme sports, etc.) and which form an integral part of such Contracts.

The Traveler and the Organizer agree to the jurisdiction of the court in Belgrade, for the resolution of mutual disputes, with the application of these General Terms and Conditions and regulations of the Republic of Serbia. By agreeing on the jurisdiction of the court, the Traveler's rights to initiate a specific procedure or to use a specific legal remedy to protect their rights, in the manner provided for by the regulations of the Republic of Serbia, are not denied. The traveler may initiate a procedure for out-of-court resolution of a consumer dispute before a competent body only if he has previously filed a complaint or objection to the Organizer, who is obliged to participate in the out-of-court resolution of consumer disputes before the body. The Organizer is obliged to visibly and clearly display a notice at the point of sale that he is obliged by law to participate in the out-of-court resolution of consumer disputes. The traveler may initiate an out-of-court resolution of a consumer dispute before a body from the list of the Ministry mtt.gov.rs/tekst/2306/zastita-potrosaca.php.

These General Terms and Conditions are valid from 23.10.2024.