

General Terms & Conditions - Tour Packages

1. Definitions

SIT – Serbia Inspired Tours

Client – the buyer company.

Traveler(s) – the individual(s) who travels to Serbia or individual(s) within the group.

Group – consist of 10 travelers or more

2. Serbia VAT System Affecting Tourism:

Tour operators, coach companies, activities, day tours and expeditions are subject to 20% VAT.

3. Bookings

Bookings must be made in writing, by e-mail, to office@serbiainspiredtours.com for individuals or for groups and confirmed in writing, by SIT in order to be valid. Every detail regarding the booking must be included for SIT to ensure efficiency. This includes each traveler's name, flight information, whether a transfer service from Belgrade airport is required, and details on accommodation, tours and other requested services, such as related to specific needs.

4. Rooming lists

A rooming list must be sent to SIT no later than 10 weeks (70 days) prior to the travelers' arrival, and a final rooming list at least 6 weeks (42 days) prior to travelers' arrival.

5. Single, Double, Triple & Quad Rooms

Single supplements are often payable for sole occupancy of a room. A single room does not guarantee the provision of a double or twin room, and in some instances may be smaller. A double bed often consists of two single beds (twin room) or king sized bed. For triple or quad occupancy, this may be a standard size room with added sofa bed extra.

6. Terms of payment

6.1 For Individual Travellers

A deposit of 30% of the total package price for individuals, should reach SIT 4 weeks (28 days) prior to arrival or upon signed contract. A pro-forma/deposit invoice will be sent in timely manner.

6.2 For Groups

A deposit of 30% of the total package price for the group should reach SIT 9 weeks (63 days) prior to arrival or upon signed contract. A pro-forma/deposit invoice will be sent in timely manner.

6.3 Full payment

Full payment (less deposit) for groups and individuals shall reach SIT at least 3 weeks (days) prior to arrival of travelers. Final invoice will be sent in a timely manner.

In case of further delay of payments, SIT will reserve the right to treat the booking as a cancellation and withdraw its confirmation of services.

NOTE: If payment is made by credit or charge card, SIT accepts Visa, MasterCard, Diners.

7. Cancellation

All cancellations must be sent to SIT in writing, by letter or e-mail, and need to be confirmed by SIT in order to be valid. In conformity with business practices within the Serbian travel industry, the Client is required to charge cancellation fees on the total package price to Client/traveler(s) as shown in Clause 8.

8. Cancellation charges

8.1 For Individual Traveler(s)

Time of cancellation for individuals:	
28 days prior to arrival	5%
21 – 27 days prior arrival	10%
14 – 20 days prior arrival	30%
7 – 13 days prior arrival	50%
2 – 6 days prior arrival	80%
Less than 24 hours	100%

8.2 For groups, individual(s) within a group or reduction of pre- ordered accommodation:

Time of cancellation for groups:	
90 – 180 days prior group arrival	5%
45 – 89 days prior group arrival	10%
30 – 44 days prior group arrival	30%
7 – 29 days prior group arrival	50%
1 – 6 days prior group arrival	100%

8.3 Stricter cancellation policy for groups

Certain hotels may have stricter cancellation policies than stated above and will not exceed the charges as shown below. Please contact your SIT sales representative for further information.

Time of cancellation for groups:	
13 weeks (91 days) and more than 8 weeks (57 days)	30%
8 weeks (56 days) and more than 2 weeks (15 days)	50%
Within 2 weeks (14 days) prior to arrival	100%

8.4 Please note that cancellation of one or more individuals within a group may cause a price increase for the group, or a cancellation fee will apply according to above rules for those cancelled travelers.

The counting method for cancellation charges excludes the day of arrival and starts on the date when we receive written notice of cancellation, or on the date upon which your cancellation is treated as occurring because of non-payment. A week is seven days.

9. Insufficient Participation

If a service, which has been confirmed unconditionally, is cancelled by SIT, for example, due to insufficient participation, cancellations will be made with at least 72 hours' notice. SIT shall make every effort to provide similar alternative arrangements without additional costs to the client / traveler. Should those alternatives not be to the client / traveler's satisfaction, a full refund will be made of the amount paid.

10. Validity of prices

Pricelists

The rates and conditions for quotation are valid for 30 days from date of issue.

All rates quoted or shown in our tariffs are based on current purchasing prices in Serbia. SIT reserves the right to increase/decrease prices already quoted or published in our price lists, but not invoiced yet, without notice, in the event of currency fluctuation, changes to government taxes, or due to any other cost increases beyond SIT's control.

Once the final invoice has been issued, the price is guaranteed against any surcharge, unless an increase results from the following changes that are beyond the control of SIT:

- currency fluctuations relevant to the agreement.
- the level of taxes or fees on the travel services included in the contract imposed by third parties not directly involved in the performance of the agreement, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or
- the price of the carriage of travelers resulting from the cost of fuel or other power sources relevant to the agreement
- Reasonable notice will be given of the price change along with an explanation for the change.

If an increase in the price exceeds 8%, the clients/travelers are entitled to cancel the booking with a full refund.

No price changes will be made 20 days prior to travelers' arrival in Serbia.

11. Pricing

SIT makes every effort to ensure that the most up to date and correct prices are shown on our website or in other documentation, but on occasion there might be an unfortunate pricing error or a change in prices might have occurred after publication of the material. SIT reserves the right to correct any such errors or changes to advertised or confirmed prices as soon as reasonably possible or prior to invoicing.

Once the invoice has been issued, the terms listed in Price lists clause 10 above applies, however, not in the case of obvious typographical errors.

12. Surcharges

The following surcharges apply per booking:

Amendment fee: If one requests amendments after the booking has been confirmed by SIT, such as adding nights within the program, changing hotels or dates, an amendment fee of EUR 50 may be charged.

Tailor-made packages: Once a tailor-made booking has been confirmed by SIT, an amendment fee of EUR 50 may apply for each requested amendment.

Please note that there is no fee for booking additional pre/post nights in connection with a tour/package.

13. Children's discount

Children's discounts apply as set out in the Pricelists.

14. Liability

Force Majeure

SIT disclaims responsibility for any loss, damage, accidents, sickness or changes in schedules resulting from causes beyond the control of SIT. Such causes include, but are not limited to, acts of nature, labor disputes or any other irregularity beyond SIT's control. SIT reserves the right to alter routes, itineraries or departure times, without prior notice, should the necessity arise. In case of any changes in flights (domestic and international), the travellers shall pay any additional cost caused by this, at the time the service is provided (extra hotel nights, meals, transfers etc.). We advise all traveller(s) to have comprehensive travel insurance to meet all contingencies.

15. General liability

SIT will not be responsible for any injury, illness, death, loss (for example loss of enjoyment), damage, expense, cost or other sum or claim of any description whatsoever which results from any of the following:

- ▣ The act(s) and/or omission(s) of the traveller(s) affected or any member(s) of their party or
- ▣ the act(s) and/or omission(s) of a third party not connected with the provision of the services and which were unforeseeable or unavoidable or
- ▣ circumstances beyond SIT's control as defined under Force Majeure.

We advise all travellers to have comprehensive travel insurance to meet all contingencies. At no times is SIT responsible for indirect (consequential) damages.

16. Complaints by Traveller

All complaints must be submitted to SIT in writing within 1 weeks (7 days) from traveller's(s') departure from Serbia. Otherwise, any possible compensation is not valid.

17. Confidentiality

Each party undertakes that it shall not disclose to any person/company any confidential information concerning the business, affairs, travellers, clients or suppliers of the other party for any purpose other than necessary to perform its obligations under this agreement.

Each party may disclose the other party's confidential information:

- a) to its employees, officers, representatives or advisers who need to know such information for the purposes of carrying out the party's obligations under this agreement. Each party shall ensure that its employees, officers, representatives or advisers to whom it discloses the other party's confidential information comply with this clause, or
- b) as may be required by law, court order or any governmental or regulatory authority.

In the event of any type of sensitive information, the specific party is required to articulate its requirements clearly and in writing.



18. Governing Law

This agreement and any dispute or claims arising out of or in connection with it or its subject matter or formation (including non-contractual disputes or claims) shall be governed and construed by the laws of Serbia. The parties irrevocably agree that the courts of Serbia shall have jurisdiction to settle any dispute or claim that arises out of or in connection with this agreement or its subject matter or formation (including non-contractual disputes or claims).

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