

# General Terms & Conditions – Single day and Multi-Day Tours from Belgrade

## 1. Definitions

**SIT** – Serbia Inspired Tours

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

## 2. Serbia VAT System Affecting Tourism:

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

## 3. Day Tours and Multi-Day Tours from Belgrade

Subject of SIT's operation is organization of shared group/private tours in Serbia shown on internet service [www.serbiainspiredtours.com](http://www.serbiainspiredtours.com)

Tours are conducted with a private car, minivan/van or minibus/bus depending on the number of passengers.

Price is given per person, if not declared otherwise on the respective tour page. Service can be paid online, by direct bank transfer and in cash.

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

Price includes: transportation, driver/guide in English, bottled water, entrance fees (if not declared otherwise in itinerary) and tour organization

Reservation for the selected tour is performed by filling out the form on web page [www.serbiainspiredtours.com](http://www.serbiainspiredtours.com)

By sending a complete form the user has sent a request for tour reservation. After receiving the complete form and payment SIT will issue booking confirmation and tour voucher which you will present to your tour guide on the day of tour. At the moment of sending a booking confirmation Service Agreement is considered concluded.

When you receive booking confirmation it is necessary to read and check all details written in confirmation, in case of mistake you should contact us without delay in order to send us details which should be corrected.

## 4. 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.

In case of cancellation by the traveler we will apply following cancellation fees:

### City tours and single day tours (day trips):

-For cancellation up to 48h prior the start time we keep 5% of Day trip/Sightseeing price plus made expenses dependent on the activity type (third party services which were paid upfront and which cannot be canceled without penalties).

-For cancellation between 47h and 24h prior the start time we keep 10% of Day trip/Sightseeing price plus made expenses dependent on the activity type (third party services which were paid upfront and which cannot be canceled without penalties).

-For cancellation later than 24h prior the start time or no show we keep 100% of Day trip/Sightseeing price.

### Multi-Day Tours

-In case of cancellation prior to 90 days before the Travel starting date SIT has the right of reimbursement of administrative costs which can be up to 5% of the Travel price

-For cancellation between 90 and 60 days before the Travel starting date SIT keeps 5% of the Travel price

-For cancellation between 59 and 45 days before the Travel starting date SIT keeps 10% of the Travel price

-For cancellation between 30 and 44 days before the Travel starting date SIT keeps 30% of the Travel price

-For cancellation between 7 and 29 days before the Travel starting date SIT keeps 50% of the Travel price

-For cancellation between 6 days and 1 day before the Travel starting date SIT keeps 80% of the Travel Price

-In case of no show or cancellation on the day of the Travel SIT keeps 100% of the Travel price

#### **5. Responsibilities of SIT:**

-To deliver a reserved and paid tour according to itinerary and description. In case of partial tour completion, caused by SIT, SIT will refund proportional amount for part of tour which is not delivered.

-To look after rights and interests of participants.

-To inform participants that SIT is not responsible for services provided by third parties which are not part of a tour organized by SIT.

#### **6. Responsibilities of Traveler:**

-To check data on booking confirmation and to inform SIT without delay in case of errors.

-We understand that most people go on vacation for rest and relaxation, so if in our reasonable opinion or hotel manager, driver/tour guide, or other person in authority, your behavior is causing danger, damage to property or persistently affecting the enjoyment of others, we reserve the right to terminate your tour. Should this happen, no refund or compensation would be paid.

-You should look after your personal belongings. SIT is not responsible for those. If you lose any personal items whilst on tour, please obtain a written report from the police, to help with any insurance claim upon your return.

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