

GENERAL TERMS & CONDITIONS

First of all, thank you for visiting www.bohotravelart.com. Boho Travel Agency is the local excursion provider to be recommended as a reputable provider. You may book the tour by e-mail, online inquiry form, mobile and other means of remote communication, or with our authorized partner agents.

Please note that these are the terms and conditions that apply to your bookings and payment. By making a booking with Boho Travel Art you are deemed to have agreed to these terms and conditions so please read them carefully.

Working hours for direct contact:

Mon-Sun: 09:00-15:00 CET

Direct communication is via mobile and messaging apps like Viber and WhatsApp +385 (98) 881 016. Sales are made without the physical presence of the client, via e-mail /online info@bohotravelart.com.

The CUSTOMER orders travel products and services by email or inquiry form on the website. Prices displayed on the website are of informative purpose as the final price depends on your final choice of agreed services.

PRICES are in Croatian Kuna. Prices shown in EUR are informative only. The amount you will be charged is obtained through the conversion of the price in Euro into Croatian Kuna according to the current exchange rate of the Croatian National bank. Agency is not in VAT system and prices do not include it.

DAY TOURS (excursions) BOOKING

- You select offered excursion from the website and send us an email or fill out the inquiry form with the information regarding preferred date and time, number of people and additional service and interests (pick-up, duration etc.)
- Agency sends the reply to you about the availability of the service. Before booking/concluding tour contract you shall be provided with the final overview of excursion
- After we have agreed on tour (excursion) itinerary you want to book, you will receive bank transfer payment info and tour booking and contract
- The deposit is 50% of the full amount and it is not refundable. The balance payment is due 2 days before booked term or in cash on the spot, directly to the guide
- After the deposit is received, you will receive the travel documents and voucher with all information and details about the excursion

In the case of the shared tour, you have right to reduced price according to the total number of people.

The service which is the object of the sale is considered ordered when you select it, confirm the manner of payment and successfully finalize the bank transfer process.

THE TRAVEL DOCUMENTS are confirmation of the purchase and the payment. It includes: voucher and tour booking and contract written notices and emergency contact (phone number and e-mail).

THE VOUCHER clearly defines the ordered service and the clients: voucher number, service ordered, date of service, time of service use (hour), price, departure location, number of customers, possibly first and last names of customers.

In general, TOURS include tourist guide, transport by vehicle or boat and food services, museum and fortress tickets.

In the case of extra service, please make sure you ordered it during booking. All extra services during tour should be paid directly.

CANCELLATION by you: The deposit or amount of 50 % is going to be charged if the tour is cancelled less than 2 days (48 hours) before the start of the tour.

The Agency strongly recommends purchasing travel insurance consequences of accident and illness, insurance from the risk of damage and loss of baggage and voluntary health insurance of persons during travelling and staying abroad. Insurance information will be provided upon request.

Cancellation or Program change by Boho Travel Art Agency: If the tour is cancelled by Agency, the Customer shall be entitled to the full refund of the amount paid, not including the compensation of damages.

In the case of the risk assessment, Agency holds the right to cancel service and exclude any person from the tour. In such case, no refund or compensation of damage will be made to the excluded individual.

Boho Travel Art obligates to care about the provision of services and the quality selection of service providers in accordance with the best business practices, to take care of your rights and interests in compliance with the best tourism practices.

You have a right to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

Privacy Policy & Data Confidentiality

In the case of damage caused by you, you take full responsibility and cover the damages immediately.

You are obliged to give us information of any medical issues on time due to the tour you have booked.

Pursuant to the Croatian Law on the Provisions of Tourism Services, Boho Travel Art has contracted an insolvency insurance at the insurance company ALLIANZ ZAGREB D.D. - PODRUŽNICA SPLIT, policy number 1500-05-2297698.

Terms and Conditions are an integral part of the Contract between you and Boho Travel Art Agency. By booking you fully accept these Terms and Conditions.

Key rights under Directive (EU) 2015/2302