**Q- travels GmbH Terms and Conditions**

Last updated on March 25th, 2021

In all booking arrangements, the person making the booking shall be deemed to have accepted this Agreement on behalf of the persons named in the booking.

**Privacy Policy and Cookies**

We respect your privacy. We want you to feel confident about using our Site to make travel arrangements from our offer unimpeded, and we are committed to protecting the information we collect.

This is a general audience Website and does not offer Services directed to children. If we gain actual knowledge that a person under 18 years of age has provided any personal information, we reserve the right to delete it.

Please take a look at our Privacy policy for further information

**Health precautions and safety**

We will provide general advice to you as to what vaccinations and other health precautions are usually required for your destination or activity. It is your responsibility to verify such advice with appropriately qualified medical personnel and that you have received any necessary or advisory vaccinations or medication. We reserve the right to require you to produce evidence of such vaccinations or medication and may cancel, without payment of compensation, your place on the trip if any such vaccinations or medication have not been obtained. It is your responsibility to ensure that you take any necessary medication whether before, during or after the trip. Any health information provided by us is provided in good faith but will only be a general overview of any health hazards and requirements for the trip. In the circumstances any such advice given by us should not be regarded as a substitute for specific and detailed medical advice for you and you should raise any particular concerns with your own doctor.

**Products and Booking Reservations**

By booking a reservation for a Product, you acknowledge that you accept the practices described in our Terms and Conditions. In addition, you warrant that you are 18 years of age or older, that you possess the legal authority to enter into this Agreement, book the Product, and that all information you supply is true and accurate.

You further agree that you will use the booking functionality to make only legitimate reservations for you or others for whom you are legally authorized to act.

The Company provides transportation services, accommodations, tours, excursions, and other travel experiences.

We recommend that you read our Cancellation, (pre)payment and no-show policy carefully, check all relevant Service details (price, room type, rates, availability, dates) thoroughly prior to making your reservation and remember to make further payments on time as may be required for the relevant reservation.

**Modifying or Amending Your Booking**

All requests for modifications and amendments to your reservation must be directed to the Company Customer service helpdesk@realcroatia.com

Any changes to your reservation must be made by e-mail to our Customer service. This applies to change of dates, extension of stay, early check out, delay of arrival or cancellation in full or in part.

**Pricing & Inclusions/Exclusions**

Prices are displayed including VAT unless stated differently on the Site or in the confirmation e-mail. Prices are per person, unless otherwise specified.

Prices do not include tips/gratuities to tour directors, drivers, or local guides; passport and visa fees; baggage and personal insurance; any items of a personal nature; taxes or duties; and any beverages or food not specifically listed under “Inclusions” on the product pages.

Please note that all prices are for your reservation only and are for the requested stay dates and for the number of people indicated, unless indicated otherwise.

**Payment**

**PAYMENT SCHEDULE**

After confirmation, the guest is required to pay 30% of the full amount to make the reservation valid. The other 70% the guest is required to pay at least 21 days before arrival, unless specified otherwise in the specific offer.

If your arrival is within 21 days in the moment of making a reservation, you will need to pay the full amount within 24 hours to make the reservation valid.

**PAYMENT METHODS**

**Bank transfer**

If you wish to pay for your reservation by bank transfer, you will need to pay the required amount within 24 hours from the moment of reservation confirmation. At the same time, you are obligated to send us the payment confirmation note. In contrary, Company is not obligated to carry out the service of the reservation. Company is not responsible for outstanding reservations of services caused by not receiving the payment confirmation within 24 hours (except for Saturdays, Sundays and holidays). All bank costs are to be paid by the client (when making the bank transfer payment client must put OUR on "Detail of charge"). All reservations not paid in full will not be considered valid.

The bank transfer is not available if the beginning of your stay is within 5 working days for payments from abroad, or 3 working days for payments by bank transfer within Swiss Confederation. In these cases, the only payment method available is by credit/debit card.

**Credit or debit card**

We accept:

Visa / Visa Electron – one-time payment

MasterCard – one-time payment

Maestro – one-time payment

Diners Club/Discover – one-time payment

Under this agreement, the payment processing services for online payment are provided by Web Studio d.o.o. (WsPay Payment Gateway service) on behalf of the Company, which employs the newest security technologies, such as the Secure Socket Layer (SSL) security protocol with at least 128-bit encryption, as well as other technologies and security procedures designed to protect the privacy of your data. Confidential data from your credit card is sent directly to the authorization center online. Card numbers are not stored in our system.

Payment Gateway enables customer card authentication and billing without re-entering a customer card number and is APPROVED by the card owner with the explicit confirmation of first payment executed in full FULL 3Dsecure mode. Maestro card tokenization is not possible.

In the event of credit card fraud or unauthorized use of your credit card by third parties, you should contact your bank or card issuer immediately upon becoming aware of such unauthorized use. If you suspect an unauthorized or fraudulent booking was made via our Website, please contact us at [helpdesk@realcroatia.com](mailto:helpdesk@realcroatia.com)

**Cancellations and Refunds**

When you book a reservation for a Product, we collect your payment information and process your payment as described above under “Payment”.

Please note that you may be charged for your cancellation in accordance with our Cancellation (pre)payment and no-show policy or you will not be entitled to any repayment of any (pre)paid amount.

In case that in specific relevant reservation there is no different cancellation policy defined, cancellation policy is as follows:

Reservations cancelled thirty (30) days or more prior to the date of arrival will incur a 6% charge.

Reservations cancelled twenty-nine (29) to twenty-two (22) days prior to the date of arrival will incur a 30% charge.

Reservations cancelled twenty-one (21) to fifteen (15) days prior to the date of arrival will incur a 50% charge.

Reservations cancelled fourteen (14) to zero (0) days prior to the date of arrival will incur 100% charge.

In case we are not able to process the payment 21 (twenty-one) days prior to the date of arrival, or immediately during the booking process when booking is made less than 21 days prior to arrival, the reservation will automatically be cancelled, and the down payment will be retained in accordance with the cancellation rules of this Article.

Failure to arrive at your accommodation or Tourist Service venue/destination (no show) without prior cancellation will be treated as a late cancellation and will incur a full charge of 100% of the reservation cost.

If we cancel a confirmed booking made via our Site or via a relevant e-mail due to a case of force majeure, for which the Service or a part of the Service shall not be available, we will refund the collected fees for such booking to you within a commercially reasonable time, but no more than 30 days after the cancellation, and you will receive an email or other type of communication from our Website containing alternative services and other related information.

**Vouchers**

You will receive a personalized Company voucher (“Voucher”) for each tour, event or service booked.

We operate as a DMC and an OTA and rely on creative in-house trip designers that create custom and pre planned trips in Croatia and the neighboring countries, all supported by the dedicated & multilingual call center.

Our team does entire trip packages (branded and white-label alike) to suit all clients’ needs

Our mission is a personalized approach with a friendly note recognized and enjoyed by each guest.