

GENERAL TERMS AND CONDITIONS

Bravina, svetovanje in turizem, d.o.o.

1. GENERAL PROVISIONS

These General Terms and Conditions (hereinafter: *General Terms*) form an integral part of the contract for a travel package or other tourism services concluded between **Bravina, svetovanje in turizem, d.o.o.**, Radoviči 14, 8330 Metlika, Slovenia, represented by Managing Director Gregor Jevšček (hereinafter: *Bravina d.o.o.*), or an agency authorized to act on its behalf, and the customer or traveler.

The term *traveler* also applies to other customers such as companies, associations, or other legal entities.

Where the customer is a **consumer (B2C)**, the mandatory provisions of the **Consumer Protection Act (ZVPot-1)** apply; any contrary provisions of these General Terms shall not apply.

Where the customer is a **legal entity (B2B)**, the provisions of the Obligations Code and these General Terms apply.

If any provision of the travel program differs from these General Terms, the provisions of the program shall prevail.

In the case of telephone or online sales, the customer is deemed to be familiar with and to accept these General Terms at the time the order is placed. The General Terms are publicly available at www.bravina.si.

These General Terms do not apply to:

- the sale of airline tickets,
- travel packages organized by third parties where Bravina d.o.o. acts only as an intermediary,
- travel health insurance with assistance abroad.

In such cases, the terms and conditions of the organizer, carrier, or insurance provider apply.

2. REGISTRATION AND CONCLUSION OF THE CONTRACT

Registration for a travel package may be made with Bravina d.o.o. or an authorized agency. The travel program constitutes an offer. Registration may be made in writing or orally.

Upon registration, the customer receives a document issued by Bravina d.o.o. (invoice/contract) containing:

- a description of the travel package,
- included and additional services,
- the price,
- payment terms,
- special agreements.

The customer must review the document and notify Bravina d.o.o. of any errors no later than **one (1) business day** after receipt.

The contract is deemed concluded upon **payment of the advance payment**.

Registration is binding. A binding registration also includes:

- submission of personal data,
- payment or partial payment,
- submission of payment instrument details,
- any conduct clearly indicating the intention to conclude a contract.

The customer is responsible for the accuracy of the provided data and bears all consequences of incorrect data.

3. CLOSED GROUPS AND TAILOR-MADE OFFERS

For closed groups and tailor-made (custom-made) offers, the contract is deemed concluded upon written confirmation or submission of participant data.

In the event of cancellation, the customer must cover all costs in accordance with the cancellation terms stated in the program or contract.

4. PRICES AND PRICE CHANGES

The price of the travel package is defined in the program and is valid on the date of contract conclusion or invoice issuance.

The price may be changed solely due to:

- changes in transport costs (fuel, tariffs),
- changes in taxes or fees,
- changes in exchange rates.

Bravina d.o.o. shall notify the customer in writing of any price change **no later than 20 days before departure**.

If the price increase exceeds **8% of the agreed price**, the consumer has the right to withdraw from the contract without penalty and is entitled to a full refund.

For group travel, the price may depend on the number of participants, as clearly stated in the program.

5. PAYMENT

Upon registration, the customer pays **30% of the total price**. The remaining balance must be paid at least **10 days before departure**, unless otherwise agreed.

Failure to pay within the agreed deadline constitutes **cancellation by the customer**.

In the event of calculation errors, the difference shall be settled accordingly.

6. TRANSFER OF CONTRACT (CONSUMERS)

A consumer may transfer the travel package contract to another person who meets the travel requirements, provided Bravina d.o.o. is notified in writing within a reasonable time, generally **at least 7 days before departure**.

The original traveler and the transferee are jointly and severally liable for any additional charges and actual transfer costs.

7. CANCELLATION BY THE CUSTOMER

The customer has the right to cancel the contract. Cancellation must be **made in writing**.

Bravina d.o.o. is entitled to reimbursement of actual organizational costs. Unless otherwise stated in the program, the following standard cancellation fees apply:

Multi-day packages:

- 30–21 days before departure: 20%
- 20–11 days before departure: 50%
- 10–6 days before departure: 80%
- less than 5 days before departure: 100%

One-day packages:

- up to 30 days before departure: no charge
- 5–29 days before departure: 30%
- 2–5 days before departure: 50%
- less than 24 hours before departure: 100%

Administrative cancellation costs shall not exceed **EUR 50**, reflecting the actual handling costs.

8. WITHDRAWAL WITHOUT COST (CONSUMERS)

A consumer may withdraw from the contract without cancellation fees if:

- a significant change to the travel package occurs, or
- unavoidable and extraordinary circumstances arise at the destination or in its immediate vicinity.

9. CHANGES OR CANCELLATION BY THE ORGANIZER

Bravina d.o.o. may cancel the travel package if the minimum number of participants is not reached, in accordance with statutory deadlines.

In such cases, the customer is entitled to a **full refund of all payments made**, but not to reimbursement of visa or vaccination costs.

10. LIABILITY AND LACK OF CONFORMITY

Bravina d.o.o. is responsible for the proper performance of the services in accordance with the contract.

In the event of lack of conformity, the consumer is entitled to:

- remedy of the lack of conformity,
- an appropriate price reduction,
- compensation, in accordance with applicable law.

Liability is excluded where the lack of conformity is attributable to:

- the customer,
- a third party,
- unavoidable and extraordinary circumstances.

11. ASSISTANCE TO THE TRAVELER

Bravina d.o.o. shall provide appropriate assistance to travelers in difficulty (information, assistance with alternative arrangements, etc.) in accordance with the law.

12. INSOLVENCY PROTECTION

Bravina d.o.o. has, in accordance with applicable regulations, provided security to ensure the refund of all payments and, where applicable, the repatriation of travelers in the event of insolvency. Details of the security are stated in the contract or travel program.

13. TRAVEL DOCUMENTS, HEALTH, CUSTOMS, AND LUGGAGE

The customer is responsible for:

- valid travel documents (validity is assessed on the **last day of travel**),
- health requirements and vaccinations,
- customs and currency regulations,
- their own luggage.

Bravina d.o.o. is not liable for loss of or damage to luggage.

14. COMPLAINTS

Any lack of conformity must be reported **immediately on site**.

A written complaint may be submitted within a **reasonable period**, generally **within two months** after completion of the service.

Bravina d.o.o. shall respond to a complete complaint **within 8 days** of receipt.

Submitting a complaint does not limit the customer's statutory rights.

15. ALTERNATIVE DISPUTE RESOLUTION (ADR / IRPS)

In accordance with the Out-of-Court Consumer Dispute Resolution Act, Bravina d.o.o. recognizes the competence of the following Alternative Dispute Resolution (ADR / IRPS) provider for the resolution of consumer disputes:

Permanent Arbitration at the Chamber of Commerce and Industry of Slovenia (GZS)

Dimičeva ulica 13,

1000 Ljubljana, Slovenia

E-mail: irps@gzs.si

Website: www.gzs.si

16. PERSONAL DATA PROTECTION

Bravina d.o.o. processes personal data in accordance with the **General Data Protection Regulation (GDPR)** and the **Personal Data Protection Act (ZVOP-2)**.

Further details are available in the **Privacy Policy** published on the company's website.

17. FINAL PROVISIONS

These General Terms are governed by the laws of the Republic of Slovenia.

The parties shall endeavor to resolve any disputes amicably; failing that, the competent court in Slovenia shall have jurisdiction.

Bravina, svetovanje in turizem, d.o.o.

Radoviči, 1 January 2026