



# TERMS OF SERVICE

# 1. GENERAL

## **ART. 1.1.**

The website [www.katarina-line.com](http://www.katarina-line.com) is the official website containing information on vessels, cruises with different routes on the Adriatic Sea and land excursions and tours. It has the possibility of online booking of weekly guaranteed small vessel cruises and land tours through KATARINA LINE's webshop.

The website provides information on accommodation opportunities and other related tourist services for which KATARINA LINE is registered.

The webshop is owned and represents the services provided by the company KATARINA LINE d.o.o., tax ID number - OIB: 28922587775, corporate registration ID - MB: 040009767.

Official records confirm KATARINA LINE d.o.o. as a valid business.

## **ART. 1.2.**

KATARINA LINE d.o.o. headquarters are at Vjekoslava Spinčića 13, 51410 Opatija, Croatia, the company's phone number is +385 (0)51 603 400, and the company's email is [info@katarina-line.hr](mailto:info@katarina-line.hr).

## **ART. 1.3.**

KATARINA LINE ensures the safety, security, and privacy of all customer information and purchases through [www.katarina-line.com](http://www.katarina-line.com). Customer data is secured and managed by the Katarina line.

Any information submitted by the buyer will be used solely to complete the transaction, deliver the product, provide information on new product releases, and address any customer service issues.

KATARINA LINE is at your disposal for any questions and information regarding cruises, land tours, accommodation, excursions, transfers, and other tourist services before and after the reservation is made and during the tours and cruises. Contact numbers are listed online.

## **ART. 1.4.**

KATARINA LINE price list is valid throughout the year, i.e., season, except in case of special offers – such as first or last-minute bookings that depend on departure date, availability, etc.

## **ART. 1.5.**

KATARINA LINE uses WSPay for online payments. WSPay is a secure system for online payments, real-time credit and debit card payments, and other payment methods. WSPay ensures the buyer and the merchant with secure card data entry and transfer, which is also confirmed by the PCI DSS certificate. WSPay uses 256-bit SSL encryption and TLS 1.2 cryptographic protocol as the highest protection standards for data entry and transfer.

All payments will be effected in EURO (symbol: €; currency code: EUR). When charging your credit card, the same amount is converted into your local currency according to the exchange rate of credit card associations. As a result of this conversion, there is a possibility of a slight difference from the original price stated on our website.

## **ART. 1.6.**

KATARINA LINE provides services according to the laws of the Republic of Croatia, abiding by the Customer Protection Law, which is an integral part of the contract. By purchasing through the website, clients accept the contract.

## 2. TERMS OF BOOKING AND PAYMENT

### ART. 2.1.

Offered services are presented on [www.katarina-line.com](http://www.katarina-line.com) with detailed descriptions and photographs, as well as some customer feedback. KATARINA LINE offers cruises, land tours, accommodation, and related excursions.

Under each land or cruise program, there are tabs with program details, including available dates and prices to be booked online.

Additional information may be requested via email regarding any tourist services the company is registered for.

KATARINA LINE will provide additional information and possible organisation if needed, wherever possible. However, KATARINA LINE does not provide organised flights from arrival to departure points and v.v. as part of the program unless it is clearly stated otherwise. Please contact KATARINA LINE by email in case of further requirements, such as pre- and post-cruise programs or accommodation in Croatia.

Customers are provided with invoices that include VAT according to Croatian law.

### ART. 2.2. BOOKING METHODS

KATARINA LINE provides two booking methods when purchasing selected programs, purchase by booking online or booking via email.

#### ART. 2.2.1. BOOKING ONLINE

Press the Book Now tab and select a desired cruise and date of departure - proceed with filling in the required information and payment online by credit or debit card.

#### ART. 2.2.2. BOOK VIA EMAIL - RESERVATION.

Reserve the hotel, tour, or cruise by booking via email. Select the desired date of departure and tour/cruise in an email form. KATARINA LINE will check availability and send an email confirmation with the reservation ID or NUMBER.

Upon receiving confirmation from KATARINA LINE by email, customers will receive a deposit payment request depending on the selected program and departure date. The remaining balance, the full amount from which the deposited amount is deducted, is to be paid upon the date stated in the offer/proforma invoice.

Reservation details:

- For individual bookings: the amount of € 50, € 150, € 250 or € 300 per person, depending on the selected program and departure date to be paid upon confirmed reservation, the remaining balance to be paid 30 days before the departure date, or as stated on the offer/proforma invoice.
- For group reservations (when booked 5 or more cabins on one of the Katarina Line guaranteed departures) and for full charter reservations:
  - A non-refundable deposit of € 3.000 to 10.000 per week per group (depending on the size/category of the vessel) is to be paid upon confirmed reservation or as specified in the KATARINA LINE offer.
  - Additional deposit of € 3.000 to € 10.000 per week per group is to be paid 20 weeks before the departure date.
  - The balance is to be paid 12 weeks before the departure date.

#### ART. 2.2.3. HANDLING FEE

The service charge will be charged for any other services booked without a hotel or cruise reservation (public transfers, tours, entrance tickets, etc.).

### **ART. 2.3. CONFIRMATION AND PAYMENT RECEIPT**

Upon deposit payment received, depending on the chosen method of payment, you will be sent a confirmation of payment and a confirmation with detailed information about the reservation, invoice, and/or calculation of the remaining amount to be paid before departure.

After payment of the remaining or full amount, you will receive an invoice listing all payments made and a voucher containing the following information: name, address, and telephone number of the service provider (legal or natural persons); boarding instructions, rules of conduct on board and optional services.

**KATARINA LINE will not cover any foreign bank charges, including intermediate bank charges.**

## **3. BOOKING AMENDMENTS, CANCELLATION, REFUND POLICY AND COMPLAINTS**

All KATARINA LINE weekly vessel departures are guaranteed. KATARINA LINE reserves the right to cancel the departure in case of fewer than 20 participants. In case of cancellations by KATARINA LINE, a suitable replacement vessel will be put in place at no extra cost. Vis major cases: KATARINA LINE will provide suitable accommodation on land or sea.

If a land tour is subject to a minimum number of participants as outlined in the travel arrangements and that minimum number is not met, KATARINA LINE may have to cancel the tour at the latest 4 weeks before the commencement.

The booking period for shorter land tours, lasting up to four days, closes 21 days before the departure date, while for the 9-day tours "Croatian Rhapsody" and "Lakes and Mediterranean Harmony," it closes 45 days before departure. Katarina Line reserves the right to stop the booking if the contingents are sold out earlier. Booking is possible after the release period, but only on request, subject to availability.

### **ART. 3.1. CUSTOMER RESERVATION CHANGE**

Changes to reservations are possible even after partial or full payment for a certain fee. Name change fee - 20 €. per person; Date change - 20 € per person (both valid only if the change is made up to 30 days before booked departure, otherwise a regular cancellation clause fee will be applied).

### **ART. 3.2. CANCELLATION AND REFUND POLICY**

Payment & cancellation terms:

Non-refundable deposit payment of 250 €/ person (for classic cruise reservations), 300 €/ person (for deluxe cruise programs), 50 €/ person (for land pre- and post-cruise packages up to 6 nights), 150 € / person (for guaranteed departure land tours of 7+ nights) - to be paid within 7 days from the day of reservation confirmation.

The outstanding balance is to be paid 30 days before the departure date for individual bookings and 12 weeks before the departure date for group bookings (5 or more cabins).

Regular cancellation conditions for cruises:

#### Individual bookings (up to 4 cabins)

- From the day of confirmation up to 30 days before arrival – a non-refundable deposit
- 29 - 22 days – deposit + 25% of the remaining balance
- 21 - 15 days – deposit + 50% of the remaining balance
- 14 - 0 days – 100% fee

#### Small group bookings (5 or more cabins) and full charter reservations

- From the day of confirmation up till 85 days before the departure – advance payment is non-refundable
- 84 - 56 days – deposit + 25% - of the remaining balance
- 55 - 49 days – deposit + 50% - of the remaining balance
- 48 - 42 days – deposit + 75% - of the remaining balance
- 41 - 0 days - 100% fee

Cancellations of confirmed hotel bookings and land tours result in penalties and fees assessed by travel suppliers.

The following cancellation fees will be assessed on the land product:

- More than 45 days before departure, the non-refundable deposit will be retained
- 45 - 31 days before arrival: 30% of the price
- 30 - 22 days before arrival: 60% of the price
- 21 - 15 days before arrival: 80% of the price
- 14 or fewer days before arrival or no-show: 100% of the price

The above cancellation conditions apply unless stated otherwise in the quotes.

There are no refunds for unused services unless authorised previously by KATARINA LINE during the client's stay. Written refund requests must be received at the latest 1 week after the client's departure.

KATARINA LINE is not obliged to guarantee promises (written or verbal) made by local hotel staff or tour leaders, etc.

Katarina Line shall not be held liable for delays in transfers arising from unforeseen traffic conditions.

**KATARINA LINE highly recommends insurance against the cancellation of reserved services. KATARINA LINE offers travel insurance packages (travel insurance, accident insurance, private liability insurance, and luggage insurance). Contact us for additional information about travel insurance packages.**

Cancellation insurance covers up to 90% of the total amount paid in the event of cancellation for reasons specified in the applicable insurance terms and conditions. Cancellations for any other reasons remain subject to Katarina Line's standard cancellation policy and are not covered by the insurance.

Cancellation insurance must be arranged at the time of booking confirmation, or no later than

48 hours from the date of the first payment. After this period, cancellation insurance can no longer be purchased. Insurance cannot be arranged retroactively once a cancellation reason has arisen or become known.

### **ART. 3.3. COMPLAINTS**

Any complaints regarding service on board have to be given directly to the vessel/ hotel on the spot and through the official representative of KATARINA LINE. Complaints have to be certified by the vessel/ hotel, written in the complaints book, and sent to KATARINA LINE within 15 days from the customer's departure. On the contrary, such complaints will not be taken into consideration. For booked accommodation and land tours, all types of complaints related to the service must be submitted directly at the hotel (on-site) and through the official representative of KATARINA LINE. Complaints must be certified by the hotel/accommodation provider, entered in the book of complaints, and submitted to KATARINA LINE within 15 days of the client's departure. Otherwise, complaints will not be considered.

### **ART. 3.4. SPECIAL NOTES FOR ALL CRUISES**

- The captain reserves the right to change the route in case of bad weather conditions.
- Passengers must follow ship rules (to be found in written form on the ship), especially with regard to not bringing drinks on board, and in case of bad behaviour, KATARINA LINE/ captain reserves the right to ask clients to disembark.
- Before departure, the KATARINA LINE representative is obliged to perform a welcome speech providing important information on safety on board, and other information required by law for all the passengers aboard.
- Departures are guaranteed. However, Katarina Line reserves the right to cancel departures with fewer than 20 participants and change the vessel name if the need arises.
- Passengers agree to abide by the decisions and instructions given by the tour leader, who reserves the right to change the itinerary in agreement with the captain according to weather conditions.
- KATARINA LINE is not responsible for any accidents that may occur onboard and insists that clients are informed of this and the need for extra observation and caution whilst being onboard or walking between vessels and the mainland.
- Due to specific mooring conditions and requirements in some Croatian ports, Katarina Line ships are moored side by side, making it necessary for the clients to cross from one ship to another with gaps in between ships to get to the shore. In such cases, passengers need to take special care when crossing and do this at their own risk. Crew assistance will be given to those needing and request it.

### **ART. 3.5. VESSEL RULES**

- Passports are to be handed to the captain for registration on the first day of the cruise.
- Jumping or diving from the ship during navigation is strictly forbidden. For safety reasons, climbing on the masts is also forbidden.
- During rough weather, movement should be minimised and done with care, as floors can often be wet and slippery.
- Passengers should take extra care when crossing between the ships when the ships are docked alongside in port. It is advised to ask a crew member for assistance when crossing. Note that movement between vessels is the individual's responsibility. Safety belts are placed under the seats in the dining area and/or under the bed in the cabins or in the wardrobe, depending on the vessel.
- As vessels are acoustic, passengers are asked to behave accordingly. Special attention must be given to the night peace onboard, which officially starts at midnight and in National Parks, night

peace is required even earlier, and passengers will be notified accordingly.

- Smoking in the restaurant area and in the cabins is not permitted. Smoking is allowed on the deck in designated smoking areas only, but passengers must not throw cigarette butts in the sea.
- Bed linen and other items are not to be moved from the cabin.
- Only toilet paper is allowed to be thrown in the toilet.
- Passengers are not permitted to bring food and drinks aboard. This includes any drinks and food purchased on shore in ports of call. The only exceptions are personal care products, medicine, food products specifically for infants, and food products for special diets. Typical regional products purchased during port visits will be stored onboard and returned to passengers at the end of the cruise.
- Passengers are obliged to respect mealtimes, which will be placed on the notice board in the dining area, as well as departure times from ports.
- To maintain a clean and comfortable environment, refrain from entering the ship while wet from the sea. This policy extends to cabin areas as well. Please ensure you are dry and in suitable clothing before accessing interior areas (no swimwear).
- Clients are responsible for looking after their personal belongings whilst travelling. Katarina Line cannot be held responsible for any personal belongings left behind or damaged, irrespective of the circumstances.
- Any damages must be compensated by the passenger. Lost cabin keys will be charged for.
- It is strictly forbidden to throw any rubbish into the sea.
- Water is limited on board, please be very rational with it. The same applies to electricity, which runs on the generator.
- Portholes in lower deck cabins must be closed during navigation to avoid getting wet with seawater entering the cabin through the porthole.
- Hot Tub to be used according to the written instructions onboard.
- Jumping from the sun deck is strictly forbidden
- The captain and the crew will be available for any questions or queries and will do their utmost to make your stay onboard a most pleasurable one. If the captain and his crew are not providing satisfactory service, please contact the Katarina Line office for further help, as we aim to make passengers satisfied during the cruise.
- Service charge is not included in the price and therefore please tip at your own discretion.
- The captain has the right to change the itinerary in case of bad weather or similar inappropriate conditions in ports to ensure safety on board.