



TERMS OF SERVICE

1. GENERAL

ART. 1.1.

The website 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. Online booking of weekly guaranteed small vessel cruises and land tours is possible 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 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, company's phone number is +385 (0)51 603 400 and the company's email is info@katarina-line.hr.

ART. 1.3.

Katarina Line ensures the safety, security, and privacy of all information and purchases from customers through 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.

The offered services are presented on www.katarina-line.com with detailed descriptions, photographs and 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 organization if needed wherever possible. However, Katarina Line does not provide organized 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

After selecting the cruise, departure, and vessel of choice, press the Book Now tab and enter all required passenger information, select optional supplements, and complete payment online using a credit or debit card to secure your reservation. You can book up to four cabins at once in a single transaction.

Full payment is required at the time of online reservation. Payment can be made by credit card (Maestro, MasterCard, or Visa). 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 both the buyer and the merchant a 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 may be a slight difference between the original price stated on our website and the final charged amount.

If payment is not received at the time of booking, Katarina Line reserves the right to cancel the reservation without prior notice.

ART. 2.2.2. BOOK VIA EMAIL - RESERVATION

You can reserve a hotel, tour, or cruise by booking via email. Simply specify the desired departure date and selected tour/cruise in your email request. Katarina Line will check availability and send a confirmation email with a reservation ID or number.

Upon receiving confirmation from Katarina Line, customers will receive a deposit payment request based on the selected program and departure date. The remaining balance—after deducting the deposit—must be paid by the due date specified in the offer/proforma invoice.

Reservation Details:

- **For individual bookings:**
 - A deposit of **€50, €150, €250, or €300 per person** (depending on the selected program) is required upon confirmation.
 - The remaining balance must be paid **30 days before departure** or as specified in the offer/proforma invoice.
- **For group reservations** (5 or more cabins on a Katarina Line guaranteed departure) and **full charter reservations:**
 - A **non-refundable deposit of €3.000 to €10.000 per week per group** (depending on the vessel's size and category) is required upon confirmation or as specified in the Katarina Line offer.
 - The remaining balance must be paid **12 weeks before departure**.

ART. 2.2.3. HANDLING FEE

A service charge applies to any standalone services booked without a hotel or cruise reservation, such as public transfers, tours, entrance tickets, etc.

ART. 2.3. CONFIRMATION AND PAYMENT RECEIPT

Once the deposit payment is received, depending on the chosen payment method, you will receive a payment confirmation along with detailed reservation information, a proforma invoice stating a breakdown of the remaining balance due before departure.

After the full payment or remaining balance is settled, you will receive:

- A Booking Agreement
- A Cruise Info Letter containing essential details, including:
 - The name, address, and contact details of the service provider (legal or natural persons).
 - Boarding instructions, rules of conduct on board, and optional services.

Note: Katarina Line does not cover any foreign bank charges, including intermediary bank fees.

3. BOOKING AMENDMENTS, CANCELLATION, REFUND POLICY AND COMPLAINTS

All Katarina Line weekly vessel departures are guaranteed. However, Katarina Line reserves the right to cancel a departure if there are fewer than 20 participants. In such cases, a suitable replacement vessel will be arranged at no additional cost.

In case of force majeure (vis major), Katarina Line will provide alternative accommodation on land or sea as appropriate.

If a land tour has a minimum participant requirement outlined in the travel arrangements and that number is not met, Katarina Line may cancel the tour no later than four weeks before departure.

Booking Deadlines:

- For short land tours (up to 4 days): The booking period closes 21 days before departure.
- For 9-day tours (*Croatian Rhapsody* and *Lakes & Mediterranean Harmony*): The booking period closes 45 days before departure.
- Early closure: Katarina Line reserves the right to stop bookings earlier if all available spaces are sold out.
- Late bookings: After the booking deadline, reservations are possible only on request, subject to availability.

ART. 3.1. CUSTOMER RESERVATION CHANGE

Changes to reservations are possible even after partial or full payment, subject to a **service fee**:

- **Name change:** €20 per person
- **Date change:** €20 per person

Important: These changes are only valid if made at least 30 days before the scheduled departure. If the change is requested within 30 days of departure, the standard cancellation policy fees will apply.

ART. 3.2. CANCELLATION AND REFUND POLICY

Cruise Cancellations

Individual Bookings (up to 4 cabins)

- **From confirmation to 30 days before departure** – Non-refundable deposit
- **29 - 22 days before departure** – Deposit + 25% of the remaining balance
- **21 - 15 days before departure** – Deposit + 50% of the remaining balance
- **14 - 0 days before departure** – 100% cancellation fee

Small Group Bookings (5+ cabins) & Full Charter Reservations

- **From confirmation to 85 days before departure** – Non-refundable deposit
- **84 - 56 days before departure** – Deposit + 25% of the remaining balance
- **55 - 49 days before departure** – Deposit + 50% of the remaining balance
- **48 - 42 days before departure** – Deposit + 75% of the remaining balance
- **41 - 0 days before departure** – 100% cancellation fee

Hotel & Land Tour Cancellations

Confirmed hotel bookings and land tours are subject to penalties and fees set by suppliers.

Cancellation fees for land products:

- **More than 45 days before departure** – Non-refundable deposit
- **45 - 31 days before arrival** – 30% of the total price
- **30 - 22 days before arrival** – 60% of the total price
- **21 - 15 days before arrival** – 80% of the total price
- **14 days or fewer before arrival / No-show** – 100% of the total price

Unless otherwise stated in the offer, the above cancellation terms apply.

Refunds & Liability

- **No refunds** will be issued for unused services unless previously authorized by Katarina Line during the client's stay.
- **Refund requests** must be submitted in writing no later than **one week after the client's departure**.
- Katarina Line is **not responsible** for any promises (written or verbal) made by local hotel staff, tour leaders, or other third parties.
- Katarina Line shall **not be held liable** for transfer delays caused by unforeseen traffic conditions.
- **Travel Insurance Recommendation:** Katarina Line strongly recommends purchasing insurance against trip cancellations. Travel insurance packages, including **trip cancellation, accident, private liability, and luggage insurance**, are available. More details can be found here:

[TRAVEL INSURANCE INFO, TRAVEL INSURANCE TERMS AND CONDITIONS \(Allianz\)](#)

[TERMS & CONDITIONS FOR TRAVEL INSURANCE \(Generali\)](#)

[TERMS & CONDITIONS FOR TRAVEL INSURANCE \(CROATIA OSIGURANJE\) + SPECIAL CONDITIONS](#)

ART. 3.3. COMPLAINTS

- Any **complaints regarding service on board** must be reported **immediately** to the vessel or hotel **on-site** and through Katarina Line's official representative.
- Complaints must be **certified** by the vessel or hotel, **entered into the complaints book**, and submitted to Katarina Line **within 15 days of the customer's departure**. Complaints submitted after this period will not be considered.
- For **accommodation and land tours**, complaints must be reported **directly at the hotel** and through Katarina Line's representative. They must be **certified by the accommodation provider**, recorded in the complaints book, and sent to Katarina Line **within 15 days of departure**.

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 regards to not bringing drinks on board and in case of bad behavior, 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 less 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 requesting 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 minimized and done with care, as floors can often be wet and slippery.
- Passengers should take extra care when crossing between the ships when 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 traveling. 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, therefore 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 on board.
- 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.