KATARINA line

TERMS OF SERVICE

1. GENERAL

ART. 1.1. – Website and Webshop
The website www.katarina-line.com (the "Website") is the official website of Katarina Line d.o.o., providing information about small-ship cruises along the Croatian Adriatic coast, land tours, excursions, accommodation, and other related travel services.
The Website also enables customers to book selected cruises and land tours online through Katarina Line's booking platform (the "Webshop").
The Website and Webshop are owned and operated by **Katarina line d.o.o.**, OIB: 28922587775, registered in the Republic of Croatia under registration number MBS: 040009767.

ART. 1.2. – Company Details
Katarina Line d.o.o. has its registered office at Vjekoslava Spinčića 13, 51410 Opatija, Croatia.
Telephone: +385 (0)51 603 400 | Email: info@katarina-line.hr

ART. 1.3. – Customer Support & Privacy
Katarina Line d.o.o. is committed to protecting the privacy and personal data of its customers. As the data controller, the company processes personal data in accordance with applicable data protection legislation, including the EU General Data Protection Regulation (GDPR).
Personal data is collected and processed for the purposes of managing reservations, processing payments, delivering booked services, providing customer support, and fulfilling applicable legal obligations. Marketing communications and promotional updates may be sent where permitted by applicable law, including where the customer has provided consent when required. Customers may withdraw their consent at any time.
Further information about the collection, processing, storage, and protection of personal data is provided in our **Privacy Policy** and **Cookie Policy**, available on the Website.
For questions regarding bookings, cruises, land tours, accommodation, excursions, transfers, or other travel services, customers may contact Katarina Line before, during, or after their trip using the contact details provided on the Website.
Privacy-related inquiries may be directed to info@katarina-line.hr.

ART. 1.4. – Pricing
Unless otherwise stated, all prices are quoted in EUR and are valid for the published travel season.

Prices may vary depending on the selected programme, departure date, availability, and applicable promotional offers, including early booking and last-minute discounts.

Katarina Line reserves the right to adjust published prices and promotional offers. The price confirmed at the time of booking shall apply, subject to any adjustments expressly permitted under the applicable booking conditions and law.

ART. 1.5. – Online Payments
Katarina Line uses WSPay, a secure online payment processing service, for credit and debit card transactions made through the Website. WSPay applies industry-standard security measures, including encryption and compliance with the Payment Card Industry Data Security Standard (PCI DSS), to protect payment information during transmission and processing.

All payments are processed in euros (EUR). For customers using payment cards issued in other currencies, the card issuer or payment provider may apply its own exchange rate and additional conversion or transaction fees. Consequently, the final amount charged in the customer's local currency may differ from

the EUR amount displayed on the Website.

ART. 1.6. – Governing Law & Acceptance of Terms
Katarina Line provides its services in accordance with the laws of the Republic of Croatia, including applicable consumer protection legislation.
By completing a booking through the Website, customers acknowledge that they have read and accepted these Terms of Service, including the applicable Booking Conditions and Ship Rules & Safety Information.
Information regarding the processing of personal data and the use of cookies is provided separately in the Privacy Policy and Cookie Policy, available on the Website.

2. TERMS OF BOOKING AND PAYMENT

ART. 2.1. – Offered Services
Katarina Line offers a range of travel services, including small-ship cruises, land tours, accommodation, excursions, transfers, and related travel arrangements.
Services available on the Website are presented with programme descriptions, photographs, itineraries, available departure dates, and prices, where applicable. Selected programmes can be booked online, while others are available upon request.
Additional travel arrangements, including pre- and post-cruise accommodation, land tours, transfers, and other services in Croatia, may be arranged upon request, subject to availability.
Flights to and from the departure and arrival destinations are not included in the programme price unless expressly stated otherwise.
Invoices are issued in accordance with applicable Croatian tax regulations, including VAT requirements.

ART. 2.2. – Booking Methods
Reservations for Katarina Line services can be made through the following channels:
- **Online:** Through the booking system available on the Website, for selected programmes.
- **By email:** By contacting Katarina Line directly to request availability and make a reservation.

ART. 2.2.1. – Booking Online
Customers can book selected cruises and land tours through the Website by choosing their preferred programme and departure date, entering the required passenger information, and completing the reservation process.
Payment can be made securely by credit or debit card, either in full or by paying the required deposit, depending on the applicable booking conditions.
Payment conditions:
- A deposit of 25% of the total booking value is required at the time of reservation.
- The outstanding balance must be paid no later than 45 days before departure, unless otherwise specified in the booking confirmation.
- For reservations made within 45 days of departure, full payment is required at the time of booking.

ART. 2.2.2. – Booking via Email
Reservations for cruises, land tours, accommodation, and other travel services may also be made by email. Customers should specify their preferred programme, travel dates, number of passengers, and any relevant requirements. Katarina Line will confirm availability and provide a reservation confirmation, including a reservation reference number and payment instructions.
A deposit is required to confirm the reservation. The remaining balance must be paid by the deadline specified in the booking confirmation or pro forma invoice.

Individual Bookings (up to 4 cabins)
A non-refundable deposit is required upon booking confirmation. The outstanding balance must be paid no later than 45 days before departure, unless otherwise specified in the confirmed offer.
The following deposits apply:

- €400 per person for Deluxe cruises
- €300 per person for Classic cruises
- €150 per person for guaranteed land tours of 7 nights or more and stand-alone land tours
- €50 per person for guaranteed pre- or post-cruise land tours of up to 6 nights

Group Bookings (5 or more cabins) and Full-Vessel Charters
The following payment conditions apply to group bookings and full-vessel charters. Deposit amounts range from €3,000 to €10,000 per vessel, per week, depending on the vessel category or collection. The applicable amount will be specified in the confirmed offer.

- An initial deposit of **€3,000–€10,000** is payable upon booking confirmation.
- An additional deposit of **€3,000–€10,000** is payable no later than **20 weeks before departure.**
- A further deposit of **€3,000–€10,000** is payable no later than **16 weeks before departure**.
- The remaining balance must be paid no later than **12 weeks before departure**.

The complete rooming list must be submitted no later than **3 weeks before departure**.

ART. 2.2.3. – Handling Fee
A handling fee may apply to stand-alone services booked without an accompanying cruise or accommodation reservation, such as transfers, excursions, entrance tickets, or other travel arrangements. Any applicable handling fee will be communicated to the customer before the booking is confirmed.

ART. 2.3. – Booking Confirmation, Payment Receipt & Travel Documents
Upon receipt of the required deposit or full payment, Katarina Line will provide the customer with a booking confirmation and payment acknowledgement, including the reservation details and any outstanding balance, together with the applicable payment deadline.
Once the full booking amount has been received, the customer will be provided with the relevant invoice and travel documents, including a voucher or boarding instructions, as applicable to the booked service.
These documents will contain the necessary information regarding the service provider, departure or boarding arrangements, applicable rules of conduct, and any additional or optional services, where relevant.
All bank transfer charges, including international and intermediary bank fees, are the responsibility of the customer. Katarina Line is not responsible for any deductions or charges imposed by the customer's bank or intermediary financial institutions.

3. BOOKING AMENDMENTS, CANCELLATION, REFUND POLICY AND COMPLAINTS

Katarina Line offers scheduled small-ship cruises with guaranteed departure dates, subject to a minimum of 20 passengers. Katarina Line reserves the right to cancel a departure if the minimum number of passengers is not reached.

In the event of operational changes, Katarina Line reserves the right to substitute the originally scheduled vessel with a suitable alternative, at no additional cost to the customer.
In circumstances beyond Katarina Line's control, including adverse weather conditions, port restrictions, or other unavoidable and extraordinary circumstances, changes to the planned itinerary, vessel, or accommodation arrangements may be necessary. Where appropriate and feasible, Katarina Line will arrange suitable alternative accommodation on board or ashore, in accordance with applicable law.

Land Tour Departures and Booking Deadlines
Certain land tours require a minimum number of participants, as specified in the relevant programme. If the required minimum is not reached, Katarina Line reserves the right to cancel the tour, with notification provided no later than four weeks before departure, subject to applicable legal requirements.
The following booking deadlines generally apply:

- **Short land tours (up to 4 days):** Bookings close 21 days before departure.
- **Croatian Rhapsody and Lakes and Mediterranean Harmony (9-day tours):** Bookings close 45 days before departure.

Bookings may close earlier if the available capacity is sold out. Reservations requested after the stated deadlines may be accepted on request, subject to availability and confirmation by Katarina Line.

ART. 3.1. – Reservation Changes
Changes to confirmed reservations may be requested after partial or full payment, subject to availability and confirmation by Katarina Line.
The following amendment fees apply:

- **Name change:** €20 per person.
- **Departure date change:** €20 per person.

These amendments are permitted only if requested at least **45 days before the originally scheduled departure date**. Departure date changes are permitted only to another available departure within the same travel season (2027).
Changes to a different travel season are not permitted under these amendment conditions and will be subject to the regular cancellation terms.
Name changes and departure date changes cannot be combined for the same reservation.
Changes requested less than 45 days before departure are subject to the applicable cancellation conditions.

ART. 3.2. – Cancellation and Refund Policy
Deposit amounts and payment deadlines are specified in Article 2.2 of these Terms of Service.

Regular cancellation conditions for cruises:
Individual bookings (up to 4 cabins)

- From the day of booking confirmation up to 45 days before departure – non-refundable deposit.
- 44–30 days before departure – deposit + 25% of the remaining balance.
- 29–22 days before departure – deposit + 50% of the remaining balance.
- 21–0 days before departure, including no-show – 100% of the total booking price.

Small group bookings (5 or more cabins):

- From the day of confirmation up to 85 days before 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

Cancellation Conditions for Land Tours and Accommodation
Cancellations of confirmed hotel reservations and land tours may be subject to cancellation charges imposed by Katarina Line or the relevant service providers.

The following cancellation conditions apply to land tours:

- More than 45 days before departure – non-refundable deposit.
- 45–31 days before departure – 30% of the total booking price.
- 30–22 days before departure – 60% of the total booking price.
- 21–15 days before departure – 80% of the total booking price.
- 14 days or fewer before departure, including no-show – 100% of the total booking price.

These conditions apply unless otherwise specified in the confirmed offer or booking conditions.

Unused Services and Refund Requests
No refunds will generally be provided for services voluntarily unused by the customer, including accommodation, meals, excursions, transfers, or other services included in the booked programme.
Requests for refunds should be submitted in writing to Katarina Line within seven days after completion of the booked programme. This timeframe does not affect any mandatory statutory rights.

Third-Party Services and Transfer Delays
Katarina Line is not bound by unauthorised promises or commitments made by third-party service providers or persons acting outside their authority.
Katarina Line is not responsible for transfer delays caused by unforeseen traffic conditions or circumstances beyond its reasonable control, except where liability arises under applicable law.

Travel Insurance
Katarina Line strongly recommends purchasing appropriate travel insurance, including trip cancellation, accident, personal liability, and luggage coverage. Information about available insurance packages can be provided upon request.
Cancellation insurance may cover up to 90% of eligible cancellation costs, depending on the reasons for cancellation and the applicable insurance policy's terms, conditions, and exclusions. Cancellations for reasons not covered by the insurance remain subject to Katarina Line's standard cancellation conditions.
Cancellation insurance must be arranged at the time of booking confirmation or no later than 48 hours after the first payment, subject to the insurer's conditions. Insurance cannot be purchased retroactively after a cancellation reason has arisen or become known.

ART. 3.3. – Complaints
Customers are encouraged to report any complaints or irregularities regarding the services provided during a cruise, land tour, or hotel stay as soon as possible to the vessel's captain, tour leader, accommodation provider, or an authorised representative of Katarina Line, allowing the issue to be addressed promptly.
If the complaint cannot be resolved on-site, customers may submit a written complaint to Katarina Line by email at info@katarina-line.hr or by post to Vjekoslava Spinčića 13, 51410 Opatija, Croatia.
Customers are encouraged to submit written complaints within 15 days after completion of the booked service, together with relevant details and supporting documentation, where available.
Katarina Line will acknowledge and respond to written consumer complaints within 15 days of receipt, in accordance with applicable Croatian consumer protection legislation.
Submitting a complaint after the recommended 15-day period, or without certification from the vessel or accommodation provider, does not automatically invalidate the complaint or affect any mandatory statutory rights.

ART. 3.4. SPECIAL NOTES FOR ALL CRUISES

- The published itineraries are subject to modification due to weather conditions, port restrictions, public holidays, safety considerations, or other circumstances beyond Katarina Line's control. Every effort will be made to operate the programme as planned; however, changes to the itinerary, daily schedule, excursions, or ports of call may be necessary. The final daily schedule will be communicated on board.
- The captain has the authority to modify the itinerary or route when necessary for the safety of passengers, crew, and vessel. The tour leader, in agreement with the captain, may adjust excursions and schedules due to weather or operational conditions. Passengers must follow the instructions of the captain, tour leader, and crew.
- Due to limited berthing space in certain ports, particularly Hvar and Vis, vessels may dock or anchor at alternative locations, including Stari Grad instead of Hvar or Komiža instead of Vis.
- Due to the reconstruction of Split harbour, docking at Split port cannot be guaranteed. An alternative nearby port may be used when required.
- Cruise departures are guaranteed, subject to a minimum of 20 passengers. Katarina Line reserves the right to cancel a departure if fewer than 20 passengers are booked, in accordance with the applicable booking conditions and statutory requirements.
- Katarina Line reserves the right to substitute the assigned vessel when necessary, including for exclusive cruise arrangements. Passengers or booking partners will be notified at least 30 days before departure of planned vessel substitutions. Where a replacement vessel is provided, it will be of the same or higher category at no additional cost. If a lower-category vessel is offered and accepted, an appropriate price adjustment will apply.
- Before departure, a Katarina Line representative will conduct a welcome briefing covering essential travel information and onboard safety procedures.
- Passengers must comply with the Ship Rules and Safety Information, available in written form on board. Serious misconduct, disruptive behaviour, or failure to follow safety instructions may result in disembarkation at the discretion of the captain and/or Katarina Line, subject to applicable law.
- Passengers must exercise reasonable care while moving around the vessel, boarding, disembarking, or crossing between vessels and the shore, and must follow all safety instructions.
- In certain Croatian ports, vessels may be moored alongside one another. Passengers may need to cross one or more vessels to reach the shore. Particular caution is required, and passengers should request crew assistance whenever needed.

ART. 3.5. VESSEL RULES

Safety on Board

- Passengers must provide the travel documents required for registration on the first day of the cruise and follow the captain's instructions regarding their collection and return.
- Jumping or diving from the vessel during navigation is strictly prohibited. Jumping from the sun deck and climbing on masts or railings are also forbidden.
- During rough weather, passengers should minimise unnecessary movement and exercise particular caution, as decks and floors may be wet or slippery.
- When vessels are moored alongside one another, passengers must take particular care when crossing between them and should request assistance from the crew when necessary.
- Lifejackets and other safety equipment are located in designated areas on board, which may vary depending on the vessel. Passengers should familiarise themselves with their location and follow crew instructions in an emergency.
- Hot tubs and other onboard facilities must be used strictly in accordance with the posted instructions and crew guidance.

Passenger Conduct

- Passengers must respect the instructions of the captain, tour leader, and crew.
- As sound travels easily on board, passengers are requested to keep noise to a reasonable level.

Quiet hours begin at midnight or earlier in National Parks and other restricted areas, as announced by the crew.

- Smoking is prohibited in cabins and restaurant areas. Smoking is permitted only in designated outdoor areas. Cigarette butts must never be thrown into the sea.
- Bringing food, alcoholic beverages, or other drinks on board is not permitted, except for infant food, medicines, and products required for special dietary needs. Regional products purchased ashore may be stored by the crew and returned at the end of the cruise.
- Passengers must respect the announced mealtimes and departure times from ports.
- Passengers should dry off after swimming and wear appropriate clothing before entering indoor areas, including cabins and the dining salon. Swimwear alone is not permitted in indoor areas.

Cabins and Facilities

- Bed linen, towels, and other cabin equipment must remain in the cabins.
- Portholes in lower-deck cabins must remain closed during navigation to prevent seawater from entering.
- Only toilet paper may be flushed down the toilet. All other waste must be disposed of in the bins provided.
- Water and electricity are limited resources on board. Passengers are requested to use them responsibly.

Passenger Responsibility and Environmental Protection

- Throwing rubbish, cigarette butts, or any other objects into the sea is strictly prohibited.
- Passengers are responsible for taking reasonable care of their personal belongings. Any loss, theft, or damage should be reported promptly to the crew or tour leader.
- Passengers are responsible for damage they cause to the vessel, its equipment, or facilities, in accordance with applicable law. Replacement charges may apply for lost cabin keys.

Assistance and Gratuities

- The captain and crew are available to assist passengers during the cruise. Any concerns regarding onboard services should be reported promptly to the captain or tour leader. For further assistance, passengers may contact Katarina Line Head Office at +385 51 603 400.
- Service charges and gratuities are not included in the cruise price unless expressly stated otherwise. Tipping is voluntary and entirely at the passenger's discretion, based on satisfaction with the services provided.