

TERMES OF SERVICE

1. GENERAL

ARTICLE 1.1.

These General Terms and Conditions are an integral part of the Contract for the services of tourist excursions, which were concluded between MAMBO, a business for services in tourism and travel agency, owner Ivana Dobričić (hereinafter: the agency) and the user (hereinafter: the customer). All information in these General Terms and Conditions is binding on the agency and the customer, unless otherwise defined in the Agreement.

ARTICLE 1.2.

The website www.mambo-tourism.com is a website that contains information about excursions in the Republic of Croatia, and which offers the possibility of online booking through the MAMBO website.

The website provides information about excursions, as well as other information related to tourist services for which the company is registered.

The online store is the property and represents the services of MAMBO, VAT identification number HR13459714305, MBS: 98099507.

Official data confirm that the trade MAMBO is registered according to all valid regulations in the Republic of Croatia.

ARTICLE 1.3.

The headquarters of OBRTA mambo is located at Vladimira Nazora 16, 51211 Matulji, Croatia, contact phone: +385 91 230 9050; e-mail: obrt.mambo@gmail.com.

ARTICLE 1.4.

The trade MAMBO guarantees the security, privacy and protection of all consumer information on the www.mambo-tourism.com website. Obrt MAMBO manages and protects user data.

All information provided by customers will be used exclusively for the purpose of conducting transactions, delivering products, informing about new products and solving any problems through customer service.

Obrt MAMBO is available for all questions and information related to excursions and other tourist services before and after the reservation, before and during the excursion. Contact numbers are listed on the website.

ARTICLE 1.5.

Inquiries and reservations for tourist trips are accepted in writing, electronically and by phone.

When making a reservation, the customer confirms that he is familiar with these General Terms and Conditions for the provision of tourist excursions, which he has previously carefully studied, and that he accepts them in their entirety. In this way, everything stated in these General Terms and Conditions becomes a legal obligation for both the passenger and the agency.

When making a reservation, the passenger is obliged to provide all the information required by the reservation procedure.

ARTICLE 1.6.

All payments are made in EURO currency (symbol: €, currency code: EUR).

ARTICLE 1.7.

Obrt MAMBO provides services in accordance with the laws of the Republic of Croatia, respecting the Consumer Protection Act, which is an integral part of the contract. When booking a tourist excursion via the website, customers accept the contract.

2. PRICE OF SERVICE

ARTICLE 2.1.

The price of the service includes the basic service of providing tourist guidance services, i.e. tourist guide. The basic price of services is defined by a special Price List.

Additional/special services are those services that are not included in the basic price, and therefore the passenger pays for them separately. These services should be requested at the time of booking.

If necessary, MAMBO will provide additional information and services as possible.

ARTICLE 2.2.

If more people come on a tourist excursion/tour than is defined by the reservation confirmation (voucher), the agency has the right to deny service to unannounced travelers or to accept all travelers with an additional charge for unannounced travelers.

3. TERMS OF PURCHASE AND METHOD OF PAYMENT

ARTICLE 3.1.

The range of services is shown on www.mambo-tourism.com with basic descriptions and photos. The trade MAMBO offers land tours and excursions.

Additional information related to the tourist services for which the business is registered can be requested via e-mail.

ARTICLE 3.2.

Obrt MAMBO exclusively offers reservations via e-mail, and purchases via transaction.

- (1) Upon receipt of an e-mail confirming the reservation made by MAMBO, customers will receive a reservation confirmation.
- (2) The entire amount of the reservation must be paid no later than the date specified on the reservation confirmation, i.e. no later than 60 days before the date of the excursion/tour.
- (3) Payment is made exclusively via transaction (bank transfer) to the giro account of the agency:
MAMBO, business for services in tourism and travel agency
PRIVREDNA BANKA ZAGREB dd
HR4923400091160593871
SWIFT: PBZGHR2X

ARTICLE 3.3.

A service fee is charged for all other reserved services that are not part of the basic service (eg public transfers, excursions, tickets, etc.)

ARTICLE 3.4.

After the payment has been made, you will be sent a confirmation of payment and a confirmation with detailed information about the reservation (VOUCHER) and an invoice.

The VOUCHER contains the following information: name, address and telephone number of the service provider (legal or natural person); instructions about the trip and other important information related to it.

MAMBO does not bear the costs of foreign banks and intermediary banks.

4. TERMS AND CONDITIONS AND CHANGES OF RESERVATIONS, CANCELLATIONS, REFUNDS AND COMPLAINTS

ARTICLE 4.1.

Changes to reservations are possible until the entire amount is paid, if the customer wants to remove/add certain services or change the previously agreed details of the excursion/tour.

ARTICLE 4.2.

From the day of confirmation until 30 days before departure, the customer can cancel free of charge.

29-0 days before departure - the reservation is NON-REFUNDABLE and the agency will not refund the entire amount of the reservation.

The above cancellation conditions always apply unless otherwise stated in the offer.

The Agency does not reimburse the Traveler for the costs incurred in obtaining travel documents or visas, related to the reservation that the Traveler cancels.

Obrt MAMBO recommends clients to contract cancellation insurance for reserved services.

ARTICLE 4.3.

Any complaint related to the services must be submitted via e-mail: obrt.mambo@gmail.com

Otherwise, complaints will not be taken into account.

5. OBLIGATIONS

ARTICLE 5.1.

The agency provides the service according to the information published and valid on the day of confirmation of the reservation, as well as according to the description and time according to the confirmed reservation, except in case of force majeure.

ARTICLE 5.2.

The agency's duty is to take care of the implementation of services as well as the choice of service providers, as well as taking care of the rights and interests of travelers, in accordance with good customs in tourism. The Agency will fulfill all the stated obligations in full and in the manner described, except in extraordinary circumstances (force majeure), when it is acted as described in Article 4.3.

ARTICLE 5.3.

The passenger is obliged to:

- (1) have valid travel documents,
- (2) comply with the customs and foreign exchange regulations of the country of destination
- (3) comply with foreign exchange and customs regulations, as well as laws and other by-laws of the Republic of Croatia.
- (4) the traveler is obliged to check whether he needs a visa to enter the country of destination or neighboring countries
- (5) By confirming the reservation, the traveler undertakes that, if he causes any damage, he will pay the service provider on the spot for all the damage caused.