

Terms and Conditions of sales

The company "Gremo zeleno | Go Green Way" (owner Pro anima, d.o.o.), is a travel agency, with a share capital of € 8.763. Headquarters: Temnica 22, 5296 Kostanjevica na Krasu, Slovenia, registered under uniform ID N° 590 9244 000 and under the travel agencies register Ministry of Economic Development and Technology of the Republic of Slovenia N° 11534/1. VAT: SI28129768. Gremo zeleno | Go Green Way is covered by an insurance guaranteeing its professional liability with GENERALI zavarovalnica d. d. (Kržičeva ulica 3, 1000 Ljubljana).

ARTICLE 1: PURPOSE AND SCOPE OF THE TERMS AND CONDITIONS

These general terms and conditions and instructions for travel arrangements are an integral part of the contract or referral / voucher concluded by the travel agency Gremo zeleno | Go Green Way, managed by Pro anima, d.o.o. (and also listed below) and a traveller applying for an order for a specific travel arrangement.

The General Terms and Conditions apply to travel arrangements organized by the " Gremo zeleno | Go Green Way " travel agency and to the travel arrangements of other tour operators offered by Pro anima. The general terms and conditions of the Gremo zeleno | Go Green Way travel agency are considered to apply, unless otherwise specified in these general terms and conditions regarding the travel arrangements of other tour operators.

The travel organizer is a travel agency, which is listed in the travel contract as the travel organizer and guarantees the implementation of the published program according to the content of the arrangement.

In the event that the special terms and conditions or individual program stipulate otherwise in relation to any point of these general terms and conditions and instructions, the statement or provision stated in the program shall apply.

In the case of telephone sales or sales via the Internet, it is considered that the passenger has accepted the provisions of these general terms and conditions when ordering a travel arrangement by telephone or via the Internet. The provisions of the general terms and conditions and instructions can be found on the website <https://www.gremozeleno.eu> or <https://www.gogreenway.eu> or on any other page where the travel agency Gremo zeleno | Go Green Way as a provider of its own or foreign travel arrangements, it provides its services via the Internet, where they are specially marked and generally accessible.

The client or passenger is any person who has made a valid reservation or made a purchase and payment for a tourist arrangement or other services of the travel agency Gremo zeleno | Go Green Way and the so-called General Terms and Conditions for Tourist Arrangements apply to it.

The terms and conditions will evolve. Thus in case of conflict between the terms of sale contained in the brochure and those of the website, the latter shall prevail. It is up to each customer to check the terms and conditions edited on Gremo zeleno | Go Green Way website to be sure they match to the ones stated on the brochure.

The comprehensive list of services included in the journey will be stated on the order form. The name and address of local representative in the event of a trip abroad will also be notified.

The photos on the site and brochures are just some examples of accommodations of equal comfort. In case of contradiction between the terms and conditions and the contract, the terms of the contract shall prevail.

ARTICLE 2: ORDER PROCESS

The traveller can apply for a tourist arrangement offered by the tourist agency Gremo zeleno | Go Green Way in its offer. Upon check-in, Pro anima and the passenger enter into a travel contract, which is also a booking confirmation and contains either information about the traveller's travel arrangement, or refers to the program of the arrangement, where this information is provided. Upon check-in, the passenger is obliged to provide all the information and submit the documents required by the travel program, and pay the registration fee and the cost of check-in or reservation.

In the event that the passenger does not provide the correct information at check-in, he is responsible for all costs or consequences arising from incorrect information.

Passenger registration is binding. It can be waived only in accordance with the provisions on the passenger's cancellation of the trip (Article 11 of these General Terms and Conditions).

In addition to an explicit written application or signed contract, any order submitted orally or in writing containing the name and surname of the passenger and other participants, credit card number or identification of another payment instrument, payment of the registration fee or part thereof, payment of costs is considered binding, registrations or reservations, or an implied act indicating that the passenger has submitted a binding registration, or a registration containing any of the above information.

The contract is considered concluded on the day of the written confirmation of Pro anima.

If the passenger decides to book with an option (inquiry or offer) by the organizer, the conditions for concluding the contract, which are indicated on the option document, apply. The option is not valid and is not binding in case of force majeure or "stop booking".

ARTICLE 3: REGISTRATION FEE

According to the decision and price list of the Association of Tourist Agencies of Slovenia, the tourist agency Gremo zeleno | Go Green Way can charge the client standard reservation costs and costs for compiling an offer for the sale of tourist arrangements in the amount of 12 EUR per reservation. In the case of more complex offers for individual trips, if desired, the travel agency Gremo zeleno Go Green Way charges the traveler € 21 in the form of a deposit security. If the passenger does not accept the offer, the security will not be refunded.

ARTICLE 4: PAYMENT

Payment for arrangements is in euros (EUR, €). The day of payment is considered to be the day when the passenger makes the payment, or when Pro anima receives the payment to the transaction account of Pro anima, d.o.o.

Upon check-in, the passenger pays a registration fee in the amount of 30% of the price of the arrangement or as much as stated in the travel program, cancellation insurance if he opted for it and the cost of the reservation. The rest is paid by the passenger at least 14 days before the start of the trip or as stated in the program.

In the event that the passenger or his check-in point does not pay the remaining part of the contractual obligation within the stipulated period, he shall be deemed to have terminated the travel contract, and the provisions on the passenger's termination of the travel contract (article 11 of this terms and conditions and instructions for tourist arrangements) are applied.

Timely and correctly paid registration fee and registration costs guarantee the passenger, under the conditions set out in these general terms and conditions and instructions for travel arrangements or under the conditions set out in special business conditions or program, participation or vacancy in an individual travel arrangement or trip. The passenger undertakes to pay the difference due to a possible calculation error on the issued document of the travel agency Gremo zeleno | Go Green Way (invoice or pro forma invoice), and the travel agency Gremo zeleno | Go Green Way undertakes to return the overcharged the amount resulting from the calculation error. This obligation is valid until the end of the financial year.

Upon departure, the passenger is obliged to present to the travel manager a document on the paid arrangement (voucher or / and proof of payment); otherwise, the travel manager does not accept the passenger on the trip or arrangement.

The passenger can pay in cash or by other means of payment. In accordance with the conditions of non-cash operations of financial institutions, in the case of non-cash payment (credit cards, Maestro, BA, ...) of a travel arrangement or other services of the travel agency Gremo zeleno | Go Green Way, in case of refund, travel agency Gremo zeleno | Go Green Way does not pay cash in any case, and the traveler can request a credit if he is entitled to it

ARTICLE 5: PRICES

Travel prices are determined by the travel or holiday program and are valid from the date of publication of the program.

In addition to the basic price of the tourist arrangement, the passenger is obliged to pay all mandatory surcharges (airport, port, security fees, visas, fuel surcharges, etc.), which, if not already included in the basic price of the arrangement, are added in the travel contract together with the basic price of the tourist arrangement and any optional surcharges to the final price and thus, on the basis of the travel contract, represent the final obligation of the passenger.

The tour operator has the right to increase the price no later than 20 days before the start of the trip, in the event of changes in the exchange rate of the contracted (agreed) currency, to increase transportation costs, including fuel costs, or to increase fees services. Airports, ports, etc.), that affect the cost of travel. The price increase is calculated with the same percentage as the increase of the previously mentioned calculation elements. The travel contractor or passenger has the right to terminate the travel arrangement contract if the increase exceeds 10% of the base price of the arrangement. In this case, he is entitled to a refund of the amount paid without the right to compensation for damages and any costs of visa, insurance, vaccination and similar costs.

The organizer informs the passenger about any change in the price of the trip.

Tourist agency Gremo zeleno | Go Green Way may specify in the program that the passenger pays for the services to be provided on the spot. In this case, the travel agency Gremo zeleno | Go Green Way does not act as an organizer, not as a mediator, but only as an informant. In this case, the passenger asserts all claims exclusively to the contractor or service provider on the spot.

Travel agency Gremo zeleno | Go Green Way can determine the price of the arrangement in the program, while explicitly stating that the price can be reduced if a certain number of passengers check in or other well-defined conditions occur. Such a provision in no way guarantees that the conditions for reducing the price of the arrangement will occur and the passenger cannot withdraw from the contract because the conditions for a possible reduction in the price would not occur.

Any discounts and benefits are always mutually exclusive and do not add up. If the passenger qualifies for several discounts at the same time, only the highest discount is charged. Travel agency Gremo zeleno | Go Green Way in accordance with Article 900 of the Code of Obligations reserves the right to change the price and cancel the trip if at least the minimum number of passengers required to make the trip in accordance with Article 902 of the Code of Obligations does not register.

ARTICLE 6: IN CASE OF INDIVIDUAL REGISTRATION FOR ACCOMMODATION IN TWO OR MULTIPLE ROOMS

In the case of an individual application for travel arrangements or travel, the passenger can leave it to the travel agency Gremo zeleno | Go Green Way to try to find a companion / s on the same travel arrangement with whom he / she will share a room, or who is willing to share a room with him / her. Notwithstanding the above, the individually registered passenger must pay a surcharge for a single room at check-in, in the event that such a passenger to the individually registered passenger the tourist agency Gremo zeleno | Go Green Way can not find.

If a passenger (s), is found for an individually registered passenger in accordance with the first paragraph of this point, such passenger will be refunded the surcharge for accommodation in a single room, or the surcharge will be charged at the final payment of the trip.

ARTICLE 7: SERVICES INCLUDED IN THE PRICE OF THE ARRANGEMENT

Unless otherwise specified in the program, the price of the package includes transport, hotel and catering services listed in the travel program, as well as travel organization and basic accident insurance. Unless otherwise specified in the program, the prices of individual tourist arrangements per person are valid for accommodation in double rooms or otherwise in accordance with the announced travel program.

ARTICLE 8: SPECIAL SERVICES

Special services are services that are generally not included in the basic price of the package (single room, special meals, optional additional excursions, etc.). In the event that special or additional services are advertised for an individual arrangement, the passenger submits wishes for these services upon check-in, and pays them to the basic price of the arrangement. The published prices of additional or special services are valid only in the case of ordering and paying for these services, when ordering and paying for the basic arrangement at the registration point.

During the trip, the passenger pays extra for the special services of the tour guide or Pro anima representative who organizes the travel arrangement, in the place where the service is provided, in the appropriate currency, if during the trip this service can still be ordered, at the applicable price.

ARTICLE 9: SALE OF TOURIST ARRANGEMENTS ONLINE

In the case of ordering or selling a tourist arrangement or traveling via the Internet, these general conditions and instructions for tourist arrangements, special business conditions and the offer published on the website of the travel agency Gremo zeleno | Go Green Way come into force.

In the event that the provisions of these general terms and conditions and travel instructions and the provisions of the special conditions or offers published on the website contradict each other, the provisions published on the website shall apply.

It is considered that the passenger has accepted the provisions of these general terms and conditions and travel instructions the moment he ordered an individual service of the travel agency Gremo zeleno | Go Green Way over the internet. An essential condition for the validity of the application is the payment of the

entire service within 3 days after the submission of the order or application, unless a different deadline is set. If the service is not paid for within the specified period, it is considered that it has never been ordered.

ARTICLE 10: PASSENGER CANCELLATION OF TRAVEL

The passenger has the right to cancel the trip in writing at the check-in point where he checked in. In the event that the passenger terminates the travel contract, he is entitled to reimbursement of costs due to the termination of the travel contract. The amount of reimbursement depends on the time in which the passenger submitted the cancellation. If the passenger cancels the travel contract, he is obliged to the travel agency Gremo zeleno | Go Green Way to reimburse administrative costs in the amount of € 12.00 per application form (if these are required in the travel invitation). The amount of reimbursement of the costs of cancellation of the arrangement depends on the time before the day of commencement of the service in which the passenger canceled the travel contract:

- cancellation up to 45 days before departure, 15% of the package price
- cancellation from 44 to 30 days before departure, 30% of the package price
- cancellation from 29 to 22 days before departure, 50% of the package price
- cancellation from 21 to 15 days before departure, 80% of the package price
- cancellation later than 15 days before departure, 100% of the package price

In all cases where the subject of the contract is the purchase of airline tickets, the travel agency has Gremo zeleno | Go Green Way in addition to cancellation costs and administrative costs also the right to withhold the reservation fee (RSF).

If the passenger does not show up or cancels the travel contract on the day of the start of the trip or even after its start, the travel agency Gremo zeleno | Go Green Way or another tour operator charges for the full value of the arrangement, which may be increased up to the actual cost.

Irrespective of the cancellation costs set out above, they may also be higher when this is conditioned by the conditions of organizing the trip, which is to the travel agency Gremo zeleno | Go Green Way dictated by the applicable terms of sale, and is conditioned by business partners. In the event that the conditions for reimbursement of costs due to the termination of the travel contract are determined differently in the program, the conditions set out in the program shall apply.

Upon termination of the travel contract, the passenger must write a written statement of withdrawal and deliver it to the travel agency Gremo zeleno | Go Green Way. In the event that he refuses to issue and sign this document, he shall be deemed not to have terminated the travel contract.

During the trip, the passenger may interrupt the trip at his own request and with a written statement of termination. If the passenger interrupts the trip during the trip, he is not entitled to a refund or purchase price upon return, neither in part nor in full.

If the passenger changes the program during the trip or does not travel according to the program, which is an integral part of the contract with the travel agency Gremo zeleno | Go Green Way, it is considered that the passenger withdrew from the contract during the trip. In this case, too, he is not entitled to reimbursement of costs or purchase price, neither in part nor in full. In this case, however, the passenger is responsible for the costs and damage caused by the change in the program.

In the event of a change in the program of their own volition or due to force majeure, without any reason on the part of the travel agency Gremo zeleno | Go Green Way due to improper service, the passenger is not entitled to claim any compensation or price reduction.

After concluding the contract, the passenger may change the name or number of passengers, accommodation, date of travel, provided that such a change is possible without canceling the arrangement. In these cases, change the travel agency Gremo zeleno | Go Green Way charges the passenger only administrative costs in the amount of € 12.00. However, in cases where the costs of change are higher, especially when the arrangement also includes charter flights or scheduled flights, and costs are incurred due to cancellation and change by contractors, the travel agency Gremo zeleno | Go Green Way seeks reimbursement of the actual costs incurred as a result of the change.

ARTICLE 11: CANCELLATION RISK INSURANCE

If, at check-in, the passenger anticipates that he or she may not take part in the trip due to certain circumstances (which may occur with him or his immediate family), he or she may take out cancellation insurance. Cancellation insurance is valid in the event of official summons, unexpected deterioration of health or death in the immediate family (spouse, parents, children) and can only be claimed upon presentation of the appropriate certificate.

The amount of cancellation risk insurance is between 4.20% -6.40% of the total and final price of the trip and is concluded upon registration. The conditions for concluding and the validity of the risk of cancellation are set out in the insurance contract concluded with Generali insurance company.

The program may specify a different amount of cancellation risk insurance, or that insurance is not possible.

Regardless of the insurance paid, the travel agency Gremo zeleno | Go Green Way has in case of cancellation of the passenger's right to reimbursement of administrative costs (if they were required), which amount to € 12.00 per referral / voucher. In the case where the subject of the travel contract is the purchase of an airline ticket, the travel agency Gremo zeleno | Go Green Way retains the reservation fee (RSF) in addition to administrative costs.

The passenger has the right to claim a refund on the basis of paid cancellation risk insurance, in the event that the travel contract is terminated for the above reasons no later than 1 day before the start of the trip. The insurance can be claimed only upon presentation of an appropriate certificate, which must contain the following: date of deterioration, short history of illness that prevented the passenger from traveling, type of therapy, information that sick leave coincides with the beginning of deterioration.

If the passenger does not start the trip on the day set as the start of the trip and does not cancel the trip before the start, he is not entitled to claim a refund of the payment on the basis of paid insurance. It is also considered that the passenger did not start the trip or withdrew from the contract when the passenger is not accepted for transport by the carrier (air, ship, bus, etc.) for any reason that may be safety or regulatory, regardless of whether this happened at the beginning of the trip or during the trip. In such a case, the passenger is responsible for all damage caused and cannot claim any refunds based on the insurance paid.

The claim for insurance cannot be claimed after the date of the start of the trip, nor for the time of the unused part of the trip.

In other cases, documented force majeure, which is not one of the events covered by the insurance and due to which the passenger cancels the trip or withdraws from the contract, has the travel agency Gremo zeleno | Go Green Way the right to reimbursement of all its already incurred costs, as well as those incurred by the cancellation of the trip. Force majeure must be documented by valid official documents and in such a way that it could not have been foreseen or avoided before the conclusion of the contract.

In the event that the passenger concludes a travel cancellation insurance with one of the other insurance companies, the passenger's rights arising from the cancellation fee are exercised with this insurance company, whereby the general terms and conditions of the insurance company apply. The course of resolving a claim and the time of resolving a claim are the responsibility of the insurance company through which the insurance is concluded.

ARTICLE 12: CHANGE OF APPLICATION

If the passenger is unable to take part in the trip, he / she can find a replacement no later than 14 days before the start of the trip. Travel agency Gremo zeleno | Go Green Way charges real costs and € 12.00 for changing the application. However, this provision does not apply to arrangements involving air transport.

ARTICLE 13: ORGANIZER 'S RIGHT TO CANCELLATION OF THE JOURNEY

Travel agency Gremo zeleno | Go Green Way reserves the right to cancel a trip or change a travel program in accordance with applicable law. Travel agen Gremo zeleno | Go Green Way reserves the right to cancel the trip no later than 7 (seven) days before the scheduled departure, if the required number of passengers specified in the program or travel contract is not required to register for the trip.

Unless otherwise specified in the program or in the travel contract, the minimum number of passengers in a given means of transport is as follows:

- for travel / escort with a van for the carriage of at least 5 passengers in the vehicle;
- for travel by bus - at least 40 passengers per bus;
- for travel on scheduled air routes in Europe - at least 20 passengers per group;
- for travel on intercontinental routes - at least 15 passengers in each group;
- for travel by special aircraft, trains or hydrofoils - at least 80% of their occupancy.

In cases where the travel agency Gremo zeleno | Go Green Way explicitly guarantees departure in writing or "guarantees departure", it cannot cancel the trip.

Travel agency Gremo zeleno | Go Green Way reserves the right to withdraw from the contract in whole or in part if extraordinary circumstances occur before or during the implementation of the program that could not have been expected, removed or avoided, for the travel agency Gremo zeleno | Go Green Way, however, these circumstances are a valid reason why I would not have concluded the contract if it had existed at the time of concluding the contract.

Travel agency Gremo zeleno | Go Green Way may terminate the contract or withdraw from the contract and demand compensation from the passenger who directly violates the provisions of the contract concluded with the travel agency Gremo zeleno | Go Green Way, especially if it is established that the passenger intentionally reported incorrect data on the number of passengers or their age, or changes occurred during the trip, and the passenger did not inform the travel agency Gremo zeleno | Go Green Way.

Travel agency Gremo zeleno | Go Green Way reserves the right to change the day and time of departure or to cancel the trip due to a change in flight schedule or force majeure and the right to change the direction of travel if the travel conditions change (new schedule, precarious situation in the country where is an organized program, natural disasters or other unforeseen causes that cannot be influenced by the travel agency Gremo zeleno | Go Green Way), without special compensation and in accordance with applicable regulations in passenger traffic.

Travel agency Gremo zeleno | Go Green Way cannot take responsibility for changes to the program due to the occurrence of any force majeure during the course of the program. In these cases, it can provide services to passengers in a modified form, depending on existing options.

In the event that the travel agency Gremo zeleno | Go Green Way cancels the trip, the passenger has the right to a full refund of the paid price of the arrangement. In case of cancellation of the trip by the travel agency Gremo zeleno | Go Green Way, the passenger is not entitled to reimbursement of the cost of the visa required to enter the country to which he is supposed to travel or the cost of vaccinations required by the program.

About any subsequent change in the program of the travel agency Gremo zeleno | Go Green Way informs the passenger immediately.

If the travel agency Gremo zeleno | Go Green Way or another tour operator withdraws from the contract during its fulfillment, has the right to fair payment for the agreed services.

Travel agency Gremo zeleno | Go Green Way is not responsible for delays of aircraft, ships or trains, nor for changes in the program that would result from such delays.

In the event that the situation on the spot travel agency Gremo zeleno | Go Green Way does not allow the accommodation of passengers in the ordered facility, the travel agency Gremo zeleno | Go Green Way places a passenger in the same place in another facility of the same category.

ARTICLE 14.: TRAVEL DOCUMENTS AND OTHER TRAVELER'S OBLIGATIONS

The passenger is obliged to be informed about the applicable regulations on travel documents, visas, foreign exchange, customs and health regulations. The passenger is obliged to ensure that he personally and his documents and luggage meet the conditions stipulated by the border customs, health and other regulations of his country, as well as those to or through which he travels.

A traveler applying for a trip abroad must have a valid passport or other valid relevant document with which he can enter a particular country.

When a child under the age of 15 travels abroad or from abroad unaccompanied by a legal representative, he or she needs the permission of the legal representative in addition to the travel document. The permit form is of the prescribed form. It can be obtained at the administrative unit, which also confirms it, and it can also be approved by the body of the Republic of Slovenia abroad, which is authorized to perform consular affairs.

In the event that individual countries make entry into the country conditional on a certain time validity of the travel document before the expiry date on the day of entry, the traveler is obliged to pay attention to these provisions and the travel agency Gremo zeleno | Go Green Way is not responsible for any inconvenience or forced interruption of the passenger's journey under this title.

Before the trip, or until the deadline specified in the program, the passenger is obliged to obtain visas for the countries to which he travels and perform the vaccinations required for these countries. If the passenger does not fulfill these obligations, the travel agency Gremo zeleno | Go Green Way acts according to the provisions on passenger cancellation. In the event that the traveler's visa is arranged by the travel agency Gremo zeleno | Go Green Way, which does not guarantee the success of obtaining a visa. Acquisition costs and visas themselves travel agency Gremo zeleno | Go Green Way does not return to the passenger. Travel agency Gremo zeleno | Go Green Way does not guarantee the accuracy of the information obtained from the competent embassies. In case of refusal of entry into the country or other obstacles, all costs are borne by the passenger himself. Mediation of the travel agency Gremo zeleno | Go

Green Way is not included in the price of the trip when obtaining a visa, but is paid separately. It is considered that the traveler arranges the visa himself when the travel agency Travel agency does not deliver the documents required for the visa arrangement within the deadline specified in the program or offer.

Due to the requirements in international passenger transport (air, ship, bus ...), the passenger is obliged to provide all the necessary information about all participants of the trip or holiday that he is registering. The information must correspond exactly to the information in the official documents that the participants of the trip are obliged to carry with them in accordance with the regulations on crossing the state border and the relevant foreign legislative acts. In the event that incorrect information causes delay, additional costs or interruption of the trip, only the passenger is responsible for all costs incurred by the participants in the trip.

The passenger is obliged to respect the house rules in catering and hotel facilities and to cooperate in good faith with the representative of the organizer and the service provider. If the passenger does not comply with his obligations, he is liable to the organizer for the damage caused, and the organizer disclaims any responsibility for the damage that the passenger could suffer in such a case. During the trip, the passenger is obliged to behave in a way that does not endanger the life or health of his passengers and does not endanger the course of the trip. In the event that the passenger behaves contrary to this provision, the representative of the organizer has the right to exclude him from further travel without reimbursement of any costs other than payments paid on the spot.

ARTICLE 15: NOTICES BEFORE DEPARTURE / TRAVEL

For travel, the passenger receives a final notification no later than one week before departure; if the passenger does not receive the notification within this period, he is obliged to report at his check-in point. In the event that the travel arrangement is organized by another tour operator, the passenger will receive a notification of departure no later than two (2) days before departure. In the event that the passenger does not receive a notice of departure within one (1) day before departure, he is obliged to inform himself about the departure at the point of sale.

Damage caused by the passenger giving an incomplete or incorrect address for the purpose of completing the referral / voucher or contract shall be borne by the passenger.

ARTICLE 16: HEALTH REGULATIONS

According to the regulations of the World Health Organization, a traveller is obliged to be vaccinated and obtain an appropriate document when traveling to certain countries. Vaccination is also mandatory if such a regulation is adopted after the conclusion of the travel contract; this is not a justifiable reason to terminate the contract if there are no contraindications to the passenger's health. In this case, the passenger is required to present a medical certificate. In the event that certain vaccinations are listed or required in the travel program, each passenger must obtain an international certificate - a yellow booklet, with the vaccinations entered. Travel agency Gremo zeleno | Go Green Way is not responsible for any complications or interruptions of the passenger, due to the passenger's non-compliance with the health regulations of the country of entry or the program to which he applied, nor for the costs associated with it.

ARTICLE 17: LUGGAGE

The organizer, agent or broker is not responsible for the transport of luggage, they are not responsible for destroyed or lost luggage, nor for the theft of luggage and / or other valuables in the hotel. The passenger addresses the reports of lost or damaged luggage to the carrier, hotel or other direct service provider. For the transport of special luggage, such as bicycles, the passenger must pay a surcharge to the carrier, usually

on departure directly at the airport. In any case, the transport of such luggage must be announced at check-in, but the airline reserves the right to refuse to transport such luggage in any case due to limited capacity. All costs or damage that would result from this are borne by the passenger.

Carriage of luggage up to a certain weight determined by the carrier is free of charge. In the case of air transport, the passenger is entitled to free transport of a certain weight of luggage (according to the carrier's regulations), and each additional kilogram is paid by the passenger on the spot in the appropriate currency or according to the airline's regulations. Children under the age of two are not entitled to free luggage transport. In the case of air transport, baggage is the sole responsibility of the airline, in accordance with the regulations in force in international air passenger transport. In case of lost luggage, the passenger fills in the PIR form of the airline that performed the transport and hands it over to the representative of the airline, and keeps one copy for himself. On the basis of the form, the airline pays him compensation in accordance with the regulations in force in international air passenger transport.

Travel agency Gremo zeleno | Go Green Way is not responsible for theft or damage of passenger luggage or other personal belongings, valuables and documents from accommodation facilities (hotel rooms, apartments, etc.) and means of transport (airplanes, buses, ships, etc.). Travel agency Gremo zeleno | Go Green Way is not responsible for the punctuality of land, sea and air transport when it is operated by public transport, scheduled or non-scheduled passenger transport, voyages or flights. The liability of carriers is duly specified in the contract between the passenger and the carrier, which enters into force using the means of transport. Travel agency Gremo zeleno | Go Green Way shall not be liable for any damage resulting from delays, cancellations or changes to the transport or means of transport.

Travel agency Gremo zeleno | Go Green Way reserves the right to change the timetable, types of aircraft, carrier and flight direction (intermediate stops, return via another airport, etc.), which occur due to various technical and organizational reasons. Delays can also occur, most often due to air congestion, strikes and bad weather, which are beyond the control of the organizer.

The changes from the previous paragraph in the case of package travel arrangements are not considered a change in the travel program, as the first and last day of the trip are intended exclusively for arrival and departure to the destination and related transports, but not for rest.

ARTICLE 18: LOSS OF DOCUMENTS

If the passenger loses documents during the trip or they are stolen, but they are urgently needed to continue the trip or to return home, the passenger obtains new ones at his own expense. When arranging the formalities in this regard, the passenger can turn for advice and help to the tour leader or a representative of the travel agency Gremo zeleno | Go Green Way. In the event that the passenger has to interrupt the trip due to loss or theft of documents, he is not entitled to any reimbursement of the paid trip or reimbursement.

ARTICLE 19: INFORMATION

The information that the passenger receives at the check-in point is not binding on the travel agency Gremo zeleno | Go Green Way more than the statements in the program or offer. In case of doubt, it is always considered valid: written offer, written information or written explanation. Prices and photos published on the Internet and advertising materials are informative, so the travel agency Gremo zeleno | Go Green Way does not guarantee the completeness or authenticity of the data and appearance, unless such guarantee is expressly stated.

ARTICLE 20: CATEGORIZATIONS OF ACCOMMODATION FACILITIES AND HOUSE GENERAL IN GENERAL

Accommodation in the programs is marked in accordance with the official national categorization in each country, valid at the time of issue of the program, over which the organizer has no influence. The standards of tourist offers among the selected destinations are different and incomparable. It should be borne in mind that the criteria for categorization in some tourist destinations deviate significantly from the criteria in force in the Republic of Slovenia or in most Western European countries, so it is recommended to book accommodation in these destinations of a higher category.

The organizer does not accept responsibility for any written or oral information provided by the authorized agency of the organizer that is not in accordance with the descriptions of services in its program.

House rules, food, services, the beach as well as the rest of the hotel offer are under the control of local tourist organizations. The organizer has no influence on these elements either.

In the case of arrangements marked "all inclusive", the description of the services in the program or offer must be read carefully, as it does not appear to equate all "all inclusive" offers. Usually the basic service in the "all inclusive" offer is full board (breakfast, lunch and dinner), meals include drinks.

If the passenger does not pay extra for a room with special features (sea view, balcony, location - orientation, specific floor), he is accommodated in one of the rooms that are officially registered for rent to guests at the hotel. The distribution of rooms is the responsibility of the hoteliers, the travel organizer has no influence on this, he can mediate the passenger's wishes, but he cannot guarantee that they will be fulfilled. When staying in a single room, the traveller must take into account that it usually does not meet the standard of a double room, that it is usually smaller and has a worse position. When staying in a triple room, the passenger must take into account that in most cases it is actually a double room with an extra bed, and the accommodation of a third person does not meet the standard of accommodation of the other two people. It is usually a folding bed, which is not the same size and comfort as a normal bed and is suitable for children.

ARTICLE 21: COMPLAINTS OR APPEALS

The passenger must complain about irregularities or deficiencies on the spot, the tour leader, the representative of the travel agency Gremo zeleno | Go Green Way or a representative of the travel organizer who organizes the passenger's travel arrangement, the direct service provider or an authorized local agency in writing. In case the complaint could be resolved on the spot (for example, lack of cleanliness of the room, equipment, location of the room, etc.), but the passenger did not complain about the mistake on the spot and did not inform the above persons about the irregularity, that the passenger agreed with the service provided and thus lost the right to file subsequent complaints with a request to reduce the price of the service or pay damages. Travel agency Gremo zeleno | Go Green Way will not deal with a complaint to which the passenger has not attached a report of the representative of the organizer or service provider on the complaint, which will show that the deficiencies could not be resolved on the spot.

Complaint procedure: immediately on the spot the passenger complains about the inappropriate service to the representative of the organizer, and in his absence to the service provider. The passenger must cooperate with a representative with good intentions in resolving the cause of the complaint. If the passenger does not accept the offered solution of the complaint, which corresponds to the paid services under the program, the Tourist agency Gremo zeleno | Go Green Way will not comply with subsequent claims for damages or lower travel costs. If the cause of the complaint cannot be remedied, the passenger and the representative shall draw up a written confirmation. After returning from the trip, the passenger must send a written complaint to the following address within two months: Pro anima, doo, Temnica 22, 5296 Kostanjevica na Krasu, and attach evidence to prove the validity of the complaint (mandatory written confirmation signed by a representative or service provider, possible invoices due to additional costs, etc.).

The organizer is obliged to respond in writing to the passenger for the first time within 8 days after receiving the complaint, and finally within the appropriate period necessary to obtain information on the cause of the complaint from the service provider; or, in the time necessary to obtain information from third parties in accordance with Article 892 of the Code of Obligations. Until the organizer issues a decision, the passenger refuses to forward the complaint to any other person, judicial institutions or provide information to the media and other publics.

The organizer will only deal with complaints where the cause could not be remedied on the spot. In the case of a complaint for a trip in which the travel agency Gremo zeleno | Go Green Way is not a travel organizer, the travel agency Gremo zeleno | Go Green Way forwarded the complaint to the responsible tour operator and informed the passenger in writing about the resolution of the complaint. In the event that the travel agency Gremo zeleno | Go Green Way acts only in the role of an informant, the passenger must assert all complaints on the spot with the actual organizer of the optional trip, tour, etc. No written complaint travel agency Gremo zeleno | Go Green Way does not deal with claims for price reductions and compensation and other claims.

The complaint must be signed and submitted by each passenger in his own name or by a third party in writing. The authorization must be attached to the complaint, otherwise the travel agency Gremo zeleno | Go Green Way will not deal with such a complaint.

The complaint must be substantiated. The passenger should therefore attach to the complaint the relevant evidence and / or the relevant certificate of the hotelier, carrier or other relevant person on the factual situation on the basis of which the passenger asserts his claim.

The amount of compensation is in any case limited by the amount of the paid arrangement, if due to fault the program or certain services were not performed, the passenger is entitled to compensation in the amount of the real value of non-performed services. This provision does not apply in the event that the travel agency has Gremo zeleno | Go Green Way the right to cancel the arrangement or change the program, in accordance with the provisions of these general terms and conditions and the law.

ARTICLE 22: TRAVEL WITH CHILDREN

In individual cases determined by an individual tourist arrangement program, it may be stipulated that minor children up to the age determined by this same program, accompanied by two adults, have discounts on individual services from the entire tourist arrangement or the entire tourist arrangement.

The conditions and amount of each discount are determined in each individual program of the tourist arrangement. If the individual program does not provide special discounts for minors traveling accompanied by adults, it means that this tourist arrangement does not provide for such special discounts.

Every child, regardless of age and the amount of any discounts, must be listed on the travel document and must have valid documents required for possible entry into foreign countries to which he travels. In the event that the child is not listed on the travel document or voucher for an individual tourist arrangement, it is considered that this child does not have the right to travel under this tourist arrangement.

ARTICLE 23: INSURANCE

For the duration of the trip, participants are insured against death or disability resulting from an accident that occurred during the trip and which was not caused by the insured himself.

ARTICLE 24: ORAL INFORMATION

Oral information received by the traveler at check-in points, travel agencies Gremo zeleno | Go Green Way is not more binding than the information in the travel program.

ARTICLE 25: USE OF PRO ANIMA D.O.O.I WEBSITES

Website of the travel agency Gremo zeleno | Go Green Way are designed, engineered and set up with the utmost care. However, Pro anima cannot guarantee the timeliness, accuracy or correctness of all information on the pages. All information on the website is subject to change without notice. Travel agency Gremo zeleno | Go Green Way disclaims liability for direct or indirect damages resulting from the use and / or inaccessibility of our websites and the data on them. We also disclaim liability in the event that our websites are referenced / linked to others owned or operated by third-party legal or natural persons. Travel agency Gremo zeleno | Go Green Way assumes no responsibility for the content or the correct operation of such linked websites. When you visit the site, some data (IP address, date, time, address of the page you are coming from) is stored anonymously on the server.

ARTICLE 26: VARNOST IN VAROVANJE OSEBNIH PODATKOV

Statement of the travel agency Gremo zeleno | Go Green Way on the commitment to personal data protection:

Travel agency Gremo zeleno | Go Green Way is committed to protecting the confidentiality of personal information and the privacy of its customers. Collected personal data of customers will be a travel agency Gremo zeleno | Go Green Way used solely and exclusively for the provision of its own services. Travel agency Gremo zeleno | Go Green Way respects the law and consequently the confidentiality of customers' personal data. It is committed to protecting customers from infringements and abuses. Travel agency Gremo zeleno | Go Green Way pays special attention and attention to data acquisition, processing and storage and is aware of the sensitive nature of this area.

Use of personal data

Travel agency Gremo zeleno | Go Green Way for the purposes of providing the services it offers, collects, manages, processes and stores the following user data:

- name and surname;
- date of birth;
- addresses for postal letters;
- company oz. name of the legal entity (if the user is a legal entity);
- tax number of the legal entity (if the user is a legal entity);
- e-mail address (username);
- contact telephone number;
- other data that the user voluntarily enters into forms in online business;

Travel agency Gremo zeleno | Go Green Way is not responsible for the legal correctness, completeness and up-to-dateness of the data entered by users.

Implementing the privacy policy

Travel agency Gremo zeleno | Go Green Way has the protection of personal data regulated by special Rules on the protection of personal data, in accordance with the Personal Data Protection Act.

All employees of the travel agency Gremo zeleno | Go Green Way, from a regular or part-time employment relationship, who have access to personal and other data of users within their work tasks, know the provisions of the Rules on Personal Data Protection and the duty to protect personal and other data and

are obliged to comply with the provisions data and user privacy. The duty to protect personal and other data is valid indefinitely, even after termination of employment.

Clients can stop using the agency's services at any time. They request the deletion of their data in a written statement. Before deleting, the user must travel to the travel agency Gremo zeleno | Go Green Way to settle all outstanding liabilities from the provided tourist services.

Right to information

The customer has the right to free information about their own personal data managed by the travel agency Gremo zeleno | Go Green Way, and also the right to delete his data. If you have questions about the deletion, processing or use of your data, please contact the travel agency Gremo zeleno | Go Green Way via e-mail at: info@gremozeleno.eu or send us a request by regular mail.

Handling of notifications: after voluntary application for notifications, your name, telephone number and your e-mail address will be used with your permission for the purpose of informing about the offer of the travel agency »Let's go green | Go Green Way "until you check out. Sign up to receive notifications only if the box that allows you to sign up is checked when ordering.

If you enter your e-mail address on Facebook or in the form on the first page of www.gremozeleno.eu, the travel agency Gremo zeleno | Go Green Way stores the customer's email address for information and promotions. The customer can unsubscribe from the database of recipients at any time by sending a message to info@gremozeleno.eu or by clicking on the 'Unsubscribe' link at the bottom of the e-mail messages.

The client has the right to requires access to its personal data and further information from the travel agency Gremo zeleno | Go Green Way as a controller of personal data at all times:

- the purpose of the processing
- the types of personal data, users or categories of users to whom the customer's personal data have been or will be disclosed, in particular for users in third countries or international organizations
- the intended period of retention of personal data and the criteria used to determine the period
- the existence of automated decision-making, including profiling
- The reasons for it as well as the importance and anticipated and possible consequences of such processing for the individual
- The customer may request one (free) copy of personal data in a form determined by him / her. If the request is made by electronic means of communication and does not request otherwise, a copy shall be provided in electronic form.
- The customer may request the correction of inaccurate personal data.
- The client may request a restriction of processing if he disputes the accuracy of personal data, for a period that allows the controller to accurately verify the accuracy of personal data, if the processing is illegal and the client opposes the deletion of personal data and instead restricts their use.
- The client may request the deletion of all personal data (right to be forgotten) if the preconditions of Article 17 of the General Data Protection Regulation are met, and especially in the case when he revokes his consent to the processing of personal data.
- The customer may request a printout of his personal data in a detailed, commonly used and machine-readable form. At the same time, he has the right to pass this information on to another operator, without the travel agency Gremo zeleno | Go Green Way hindered this.
- The customer may at any time request the cessation of the use of personal data for the purposes of direct marketing.

- A customer may request that he or she not be subject to a decision based solely on automated processing, including profiling, which has or has a significant impact on him or her in a similar way if the preconditions of Article 22 of the General Data Protection Regulation are met .
- The client has the right to lodge a complaint against the controller with the Information Commissioner if he / she considers that the processing of my personal data violates the General Data Protection Regulation.

The process of exercising the client's rights:

- The customer is aware that all of the above requirements regarding the exercise of rights in relation to his personal data can be addressed in writing to the travel agency Gremo zeleno | Go Green Way to the e-mail address info@gremozeleno.eu.
- The client is aware that the travel agency Gremo zeleno | Go Green Way requires additional information from her for the purpose of convincing identification in the case of exercising personal data rights, and may refuse to act only if it proves that it cannot reliably identify the client.
- The client is aware that the travel agency Gremo zeleno | Go Green Way to respond to her request to exercise her rights in relation to the aforementioned personal data without undue delay and at the latest within one month of receiving the request.

Statement on the protection of the confidentiality of personal data and the privacy of users

- Tourist agency Gremo zeleno | Go Green Way is, in accordance with the regulations governing the protection of personal data, committed to protecting the personal data of users of its services. Travel agency Gremo zeleno | Go Green Way will not under any circumstances, without the express permission of the user, provide personal or other user data to a third party or will not allow a third party to inspect personal or other information of the user, unless required to do so by the state authorities, if such an obligation is provided by law, or in good faith that such action is necessary for proceedings before courts or other state authorities and for protecting and pursuing the legitimate interests of Pro anima.
- All personal and other data that the customer will provide when registering for the service will be protected in accordance with the regulations governing the protection of personal data. Travel agency Gremo zeleno | Go Green Way will not use this information for any purpose that would harm the user or any other person involved. The Gremo zeleno | Go Green Way travel agency will not use customer data to send promotional e-mails or other unsolicited promotional material, except for sending those promotional notices that the user will subscribe to or with which he will agree. Travel agency Gremo zeleno | Go Green Way may use data in anonymised summary form for statistical analysis purposes. The confidentiality of personal and other user data will not be violated in any form.
- Tourist agency Gremo zeleno | Go Green Way will keep personal data of customers in the personal data file only for as long as is strictly necessary and to achieve the purpose for which personal data is collected and managed.

ARTICLE 27: SPECIAL PROVISIONS OF THE CONSUMER PROTECTION ACT

Excerpts from the Consumer Protection Act - 1, relating to the organization of tourist arrangements (valid from 15.01.2008):

Application: The law applies exclusively to consumers.

Scope of application: The law applies exclusively to package travel arrangements and not to other tourist services.

<i>Event:</i>	<i>Time limit:</i>
Possibility to cancel the trip due to insufficient number of registered participants	Notice to passengers no later than 7 days before departure
Price increase - only due to changes in fuel prices, tariffs, exchange rates	The client is informed 20 days before departure, the possibility of withdrawal by the client if the increase is higher than 10% of the value of the arrangement
Deadline for complaint	2 months from the end of the trip
Response to the complaint	8 days after receiving the complaint
Switching customers at the customer's request	8 days before departure, if the change can be arranged - at the expense of the client

ARTICLE 28: FINAL PROVISIONS

The District Court in Ljubljana is competent for resolving disputes. Prices published in the programs of the travel agency Gremo zeleno | Go Green Way, they include value added tax.

For the travel agency Gremo zeleno | Go Green Way:

Pro anima, d.o.o.

Date of issue of the General Terms and Conditions: 1. 11. 2021