



Management of the company Individual Travels doo Beograd based on the article 70 of the Tourism Act ("Sl. glasnik RS", br. 36/2009, 88/2010, 99/2011 - dr. zakon, 93/2012 i 84/2015, 83/2018 - dr. zakon i 17/2019 - dr. zakon) declares following:

## GENERAL TRAVEL TERMS

### 1. SERVICE AGREEMENT PROCEDURE

Travel organizer, Individual Travels doo (hereinafter IT) provides service of organizing and conduct of multi-day tours, day trips and sightseeing (hereinafter - Travel), since it is web based Travel sales, Travel can be reserved through online service [www.serbianprivatetours.com](http://www.serbianprivatetours.com). In connection to that, Service agreement procedure (hereinafter Agreement) of IT is concluded electronically between IT and user (hereinafter Traveller).

Agreement is considered concluded at the moment when Booking confirmation is issued by IT for which Traveller previously had paid deposit declared in the Offer received electronically (by email or on the Travel's webpage). Upon receiving the Booking confirmation Traveller is responsible to confirm (electronically) that the Booking confirmation is in accordance with the Offer, and if not to point out without delay all errors or inconsistencies in the Booking confirmation.

The Offer is in compliance with all formally required elements of Travel Itinerary. The final version of the Offer which was approved by the Traveller becomes Travel Itinerary and as such integral part of the Agreement.

### 2. APPLICATION AND PAYMENTS

Traveller applies for a Travel electronically, using reservation system on the website [www.serbianprivatetours.com](http://www.serbianprivatetours.com) or by sending an email, or in other authorized agencies (hereinafter Agent). When an Agent doesn't specify its role as an intermediary in the Travel itinerary, he is responsible for execution of the Travel program as an organizer. Application becomes valid in the moment of booking confirmation by IT for which Traveller has previously applied electronically.

In the moment of application, it is required that Traveller pays 100% of the Travel price, unless stated otherwise in the Travel Itinerary or the Offer. If a Traveller fails to make payment in full in due time it will be considered as a cancellation by the Traveller.

Agreement creates legal effect not only towards the Traveller, but also towards other users of the Travel which Traveller, as a group's representative, has indicated in the application where the payments, cancellations and all legal consequences apply to all the travellers. This particularly applies to the prior



Information with the Travel Itinerary and the General Travel Terms, and it is considered that those are delivered to and accepted by all the travellers related to the Agreement.

For a timely payment it is relevant the date when payment is received to the account of IT or an Agent. In case of an untimely payment in full, untimely partial payments or delayed payments not corresponding to the due dates, IT can withdraw from the Agreement and claim compensation in accordance with section 8 of these General Travel Terms.

### 3. RIGHTS AND OBLIGATIONS OF THE ORGANIZER

- a) To deliver booked and paid Travel in accordance with the Travel Itinerary. In the event that IT fails to deliver the trip as a whole, IT is bound to reimburse the Traveller with amount of money equivalent to the value of undelivered part of the Travel, based on written (electronically) and timely complaint, in accordance to the law and the General Travel Terms, unless the flaws in execution of the Agreement emerged: by the Traveller's fault or attributed to a third person who was not directly contracted provider by IT for an execution of a service in the Travel Itinerary, force majeure or unforeseeable events to which IT has no influence and whose consequences are inevitable despite use of due diligence or other events that IT could not foresee.
- b) To take care about the rights and interests of the Traveller.
- c) To inform Traveller that IT is not responsible for services provided by third parties that are not part of the Travel organized by IT.
- d) To make General Travel Terms and Travel Itinerary accessible to the Traveller.
- e) To issue to the Traveller Booking confirmation that contains all elements of the Agreement.
- f) To compensate the Traveller with all material and non-material loss caused by a third party who was contracted by IT to deliver a service from the Travel Itinerary, by failing to deliver, partial delivery or delayed delivery of the service. IT will be exempt from this in case where it can be proven that failing of delivery, partial delivery or delayed delivery was consequence of Traveller's intentional or negligent behavior.

### 4. RIGHTS AND OBLIGATIONS OF THE TRAVELLER

- a) To check information in the Booking confirmation and in case of incorrect data to inform IT immediately.
- b) To inform oneself in details, as well as other persons from the Agreement, with the General Travel Terms and with Travel Itinerary, and if Traveller has special requests which are not covered by the Travel Itinerary, to make timely instructions prior the Agreement conclusion.
- c) To pay the price of the Travel in full, in accordance with the Travel Itinerary.



- d) To deliver to the IT during the booking procedure of the Travel accurate and complete information and documents necessary for the delivery of the Travel and warrants that one, ones ID, luggage and personal items meet the regulations set forth the conditions of the territory through which the Travel is conducted (border regulations, customs regulations, sanitary regulations, currency regulations and other).
- e) Traveller is responsible for its behavior during the Travel. In case that IT assesses that Traveller behaves inappropriate and disturbs order in the places that are visited, especially when it comes to religious and cultural sites, such a traveller will be denied of further use of the Travel without right to a refund.
- f) Traveller may designate another person to use the Travel instead (with the condition that the person meets the requirements determined for that particular travel), in which case the Traveller is obligated to reimburse the IT real costs caused by the replacement. In case of replacement Traveller guarantees for other persons responsibilities towards IT.
- g) To make valid complaint on the spot in written and to send it electronically to the address [tour@serbianprivateoturs.com](mailto:tour@serbianprivateoturs.com).
- h) To take care about personal belongings since IT is not responsible for safeguarding Traveler's personal belongings.
- i) Traveller is hold responsible for all damages caused to IT or third parties during the Travel and it is required to compensate all the damages immediately.

## 5. PRICE AND CONTENT OF THE TRAVEL

Prices shown on the website are presented in a foreign currency (Euro), and if the payment is made by Traveller - resident, the price will be calculated at the mid exchange rate of National Bank of Serbia. Prices are formed based on IT's business policy and as such cannot be the subject of complaints of Traveller.

Price includes pre-arranged and published combination of at least two or more services such as: guiding, transportation, preparation and organization of Travel, for which it has been agreed that a single price is paid by Traveller.

Price does not include (unless otherwise stated in the Travel Itinerary): meals, accommodation, entrance fees, tourist taxes, services of local guides, travel insurance, personal expenses and all other expenses not specified as included in the price of the Travel.

IT cannot be responsible for facultative and subsequently conducted services at the request of the Traveller, which are provided and directly billed by the service provider, and which were not included in the Travel Itinerary.



## 6. AGREEMENT AMENDMENTS AND TRAVELLER'S RIGHTS BEFORE TRAVEL HAS BEGUN

Integral part of the Agreement is Travel itinerary which is set and published on the webpage of the Travel or delivered electronically on the day of conclusion of the Agreement, which is then mandatory for both parties. Exclusion from this obligation can be set in case where IT realizes before the Travel start date that changed circumstances are implying that certain Agreement elements are needed to be amended, such as: price, transportation, destination, dates, accommodation, dates and similar.

IT is obligated to inform the Traveller about the changed circumstances and to suggest amendments, electronically, without delay, upon learning the causes that have led to the changes. The Traveller can accept the amendments or can terminate the Agreement without liability for damages, but no later than 48 hours after the notification was sent by electronic mean. In case of termination of the Agreement Traveller is entitled to a refund of what was paid to IT, within 8 days from the written cancellation in electronic form to the email address [tour@serbianprivatetours.com](mailto:tour@serbianprivatetours.com). If Traveller fails to inform IT about termination of the Agreement within the indicated period of 48h it shall be taken that Traveller has accepted the amendments.

IT may at any time, depending on market conditions and its own business policy, lower the price of Travel. Price decrease will only affect future agreements and has no effect on already concluded ones, and cannot form the basis of any claims towards IT for a refund of any difference in price.

## 7. CANCELATION OR CHANGE OF TRAVEL ITINERARY BY THE ORGANIZER

IT can cancel the Travel completely or partially in the case of extraordinary circumstances which if existed at the time of publication of the Travel Itinerary would be justified reason for IT not to publish the Travel Itinerary or to conclude Agreements.

If the Travel Itinerary doesn't specify particular minimum number of Travellers in a given mean of transport needed for the Travel to be executed, following minimum numbers apply:

Private car: 3 travellers or equivalent amount in money

Mini-van: 4 travellers or equivalent amount in money

Van: 7 travellers or equivalent amount in money

Mini-bus: 9 travellers or equivalent amount in money

Bus: 20 travelers or equivalent amount in money

The organizer reserves the right to change the date or hour of travel, as well as the right to change the travel route if conditions change for the trip (closed roads, security situation, natural disasters or other extraordinary circumstances) without any obligation to pay damages, or paying any compensation to the Traveller.



Arranged accommodation can be replaced only with accommodation facility in the same or higher category, at the expense of IT. The Traveller is obligated to accept a change of accommodation in another establishment of the same or higher category in the same place. Accommodation replacement in a lower category can be made only with consent of the Traveller and with reimbursement to the Traveller proportionally for the value between original and alternative accommodation of lower category.

IT does not take any responsibilities for changes in the Itinerary due to unforeseen circumstances and force majeure during the Travel.

If the Travel is discontinued from justified reasons, IT has the right to remuneration for services actually given.

IT has right to cancel the Travel in case of insufficient number of travellers, if it's a group travel, in which case IT is bound to inform travellers about the cancellation at least 5 days before the start date of the Travel. In this case IT will make full refund paid by the Traveller no later than 15 days from the day of cancellation.

IT is exempt to fulfill the Agreement if Traveller, in case of group Travel, disturbs delivery of service with coarse and indecent behavior by disregarding previous warnings. In that case Traveller has the obligation to compensate IT for caused damages, if responsible.

## 8. CANCELTION BY THE TRAVELLER

The Traveller has the right to cancel the Travel, for which is required to inform IT by email. Date when the cancellation email is received is basis for calculating the compensation that belongs to IT expressed as a percentage of the total price of the Travel:

In case of cancellation prior to 181 days before the Travel starting date IT has the right of reimbursement of administrative costs which can be up to 5% of the Travel price

For cancellation between 90 and 180 days before the Travel starting date IT keeps 5% of the Travel price

For cancellation between 45 and 89 days before the Travel starting date IT keeps 10% of the Travel price

For cancellation between 30 and 44 days before the Travel starting date IT keeps 30% of the Travel price

For cancellation between 7 and 29 days before the Travel starting date IT keeps 50% of the Travel price

For cancellation between 6 days and 1 day before the Travel starting date IT keeps 80% of the Travel price



In case of no show or cancelation on the day of the Travel IT keeps 100% of the Travel price

If the Traveller cancels the Day trip or Sightseeing following cancelation policy applies:

For cancelation up to 48h prior the start time we keep 5% of Day trip/Sightseeing price plus made expenses dependent on the activity type (third party services which were paid upfront and which cannot be canceled without penalties).

For cancelation between 47 and 24h prior the start time we keep 10% of Day trip/Sightseeing price plus made expenses dependent on the activity type (third party services which were paid upfront and which cannot be canceled without penalties).

For cancelation later than 24h prior the start time or no show we keep 100% of Day trip/Sightseeing price.

Following changes made unilaterally by the Traveller shall be deemed as a cancelation by the Traveller: change of the agreed starting or ending point, change of the Travel date, change of transportation, change of accommodation or failing to acquire visa of Republic of Serbia, not paying the agreed price in full, or similar.

The Traveller is obligated to compensate IT only for made expenses (transportation, lodging, travel organization, design of customized itinerary, etc.), If the cancellation is due to: sudden illness of: traveller, spouse, child, parent, traveller's siblings, adoptees and adoptive parents; death of a: traveller, spouse, child, parent, traveller's siblings, adoptees and adoptive - conscription or natural disaster or state of emergency officially declared by the country of destination/travel. Made costs on account of travel organization and design of customized itinerary can be set up to 5% of the Travel price.

If these cases arise, the Traveller is obligated to present the proof to IT which entitles the health insurance rights on the basis of temporary incapacity for work (a certificate of the chosen doctor in the field of general medicine or discharge papers from stationary medical institutions which explicitly confirm the sudden illness and the inability to travel), or death certificate, or conscription. Reasons for the cancellation or discontinuation of the Travel will not be taken as justified in cases of local terrorist attacks, explosions, infection, epidemics and other diseases, natural disasters, climate conditions and similar, which are not declared as a state of emergency by the competent national authority of the domicile or the country of travel.

Sudden illness considers unexpected and sudden condition, infectious disease or an organic disorder determined by an authorized doctor, which occurred after the conclusion of the Agreement and is not associated with, nor it is the result of a previous state of health, but it is of such a nature that requires



treatment, hospitalization and prevents the start - use of Travel. In these cases, the Traveller is obligated to provide written evidence to IT.

If Traveller who canceled the Travel from above mentioned reasons, manages to provide adequate person as a replacement or replacement person is found by IT, IT is obligated to refund the funds paid in the total amount, after deducting only actual and committed costs (transaction fees, visa of the Republic of Serbia issuing costs, change of transportation tickets costs with providing valid proof for made expenses and similar) to the Traveller.

Weather conditions on the destination (e.g., rain, snow, wind) are not reasons to cancel the Agreement and article 8 of these General Travel Terms will be applied.

#### 9. TRAVEL INSURANCE AND PUBLIC INSURANCE LIABILITY POLICY

The Travel price does not include travel insurance, cancellation insurance and baggage insurance. IT advises travellers to acquire independently travel cancellation insurance, baggage insurance, travel liability insurance, health insurance and insurance against accidents. The insurance agreement is concluded only between Traveller and insurance companies, where potential claims are claimed directly. The traveller needs to read the insurance terms and obligations under the insurance agreement. Package of travel insurance does not cover mandatory health insurance, and the Traveller is advised to provide the same, otherwise it may be the reason for local or foreign border authorities not to permit further travel, or traveller must pay the significant costs of possible medical treatment.



Individual Travels doo has a travel guarantee in case of insolvency and public liability coverage, insurance policy number code 30000016696 issued 09.04.2020 concluded with joint stock insurance company Milenijum Osiguranje ado Milutina Milankovića 3B Novi Beograd. This policy shall ensure: 1) Claims incurred due to the inability of the insured as a travel organizer due to insolvency to cover the cost of emergency accommodation, meals and return of travellers, to the place of departure in the country and abroad. 2) Statutory civil liability of the insured, as a travel agency for damage caused to the traveller by nonperforming, partial performing or untimely fulfillment of the obligations that are determined in General Travel Terms and Travel Itinerary. Contracted overall single limit coverage under the policy in the amount of € 200,000 in dinar equivalent at the date of calculation of compensation from insurance. Limit exhausts the payment of damages.

In case if insured event occurs as a result of the insolvency of IT the Traveller can address to Assistance service Coris (partner of Milenijum Osiguranje ado) and policy can be activated by calling the phone number (+381 11 36 36 999) or by email ([coris@coris.rs](mailto:coris@coris.rs)). Calling the call center Traveller can request emergency accommodation, return of travellers to the place of departure in the country or abroad and full customer support 24/7.

IT has a deposit of 2.500 EUR in local currency in counter value at the mid exchange rate of National Bank of Serbia which is deposited on the company account 160-422090-44 at Banca Intesa AD.

## 10. SETTLEMENT OF COMPLAINTS

The Traveller is obligated to promptly communicate to the local representative (guide or partner) of IT with reasonable complaint, and if the representative is not available, then to the direct service provider (carrier, hotel, restaurant...), or if these persons are not listed in the travel documents then directly to IT. For assistance, emergency and other cases, as well for complaints the Traveller can contact IT by phone at +38163684466, every day from 9 to 20h, Central European Time or via email at [tour@serbianprivatetours.com](mailto:tour@serbianprivatetours.com). In case of emergency or similar cases it's required that Traveller indicates the booking confirmation number, travel place, the name of the accommodation facility, travellers names, address, or phone number through which they can be contacted.

The Traveller is obligated to cooperate and to wait until the reasonable complaint is sorted on the spot within the range of 24-48 hours from the time of filing the complaint (e.g. air-condition malfunction, power or water outage, poorly cleaned accommodation or other) and accept the proposed solution corresponding to the agreed service.



If the cause of the complaint is not resolved on the spot, Traveller together with representative of IT or with the direct provider of the services (accommodation, transport and other services from the Itinerary) creates written note in two copies which are signed by both parties. Traveller holds one copy of this note.

If the cause of the complaint is resolved on the spot, it is required that Traveller signs a confirmation of the same, otherwise the fact that Traveller continued using adequate alternative will be considered as completion of Travel Itinerary in full.

Local representatives are not entitled to accept any claims for compensation, only IT is entitled to do so.

Traveller may not claim the price reduction in any proportion, agreement termination and compensation if with act of negligence fails to, without delay, notify authorized representative of IT on the spot in defined manner about deficiencies between the delivered services and agreed services.

If the deficiencies are not solved on the spot, Traveller is obligated within eight days from the Travel ending date, or within thirty days after the defect was determined, exclusively to IT, to file reasonable and documented complaint (a written complaint made on the spot, receipts of paid costs, request listed by the types of undelivered services with facts specified and quantified in relation to each passenger individually, witnesses and other evidence) and to request a refund of the difference in price between the agreed and delivered or partially delivered services. Every Traveller files on its own behalf and on behalf of a person from Agreement or person with power of authority, they all file a complaint individually, since IT will not consider group complaints.

Complaints and other procedures Traveller is required to submit electronically to the address [tour@serbianprivatetours.com](mailto:tour@serbianprivatetours.com). In addition to the complaints, other scanned documents supporting the request of the Traveller must be submitted (invoices, the complaint made on the spot, witness statements ...).

IT is obligated to take into consideration only timely, reasonable and documented complaints by the Traveller, which could not be solved in the course of the Travel on the spot.

IT shall, within 15 days, submit a response to the Traveller by e-mail to the address from which the complaint has arrived. And if the complaint is accepted IT will indemnify Traveller proportionally for unfulfilled service, with a payment of the difference in price, as of the date of receipt of the complete complaint.

If the complaint is not complete and it should be regulated, IT will reply to the Traveller that the complaint should be completed within the due date with the consequence of omission.



IT will in accordance with good business practices within the stipulated time respond to the Traveller even for complaints that are untimely, groundless or incomplete.

Price reduction after Traveller's complaint can reach only the amount of the part of the service which failed to be delivered, but cannot cover already used services, nor reach the total amount of agreed price. The refund, which is paid after reasonable and timely complaint, is proportional to the degree of undelivered or partially delivered services.

Should the Traveller accept the proportional refund, or other form of remuneration, implies that he agrees with the proposal of IT for a peaceful solution of the dispute, and thus waives all further claims against IT in connection with the contentious relationship regardless of the fact whether it has signed written confirmation of the refunding of the clause on the final dismissal of mutual disputes.

Any Traveller's request for initiating proceedings in front third parties before the deadline for resolving complaint, shall be considered premature.

## 11. SERVICE DESCRIPTION

All the services mentioned in the Travel Itinerary consider the standard services of average quality, common and specific to certain destinations, places, and objects.

IT is not responsible for the description of services in catalogs - publications or on the website of the Agent and direct service providers (hotels, carriers, caterers ...), unless the Traveller is not specifically addressed to them. IT is only responsible for the descriptions of the services defined on the website [www.serbianprivatetours.com](http://www.serbianprivatetours.com), where obvious typographical errors or calculation errors entitle IT to deny the Agreement.

Accommodation, transportation and other services are described according to the official categorization of the country of domicile at the time of Travel publication; those are different and not comparable by destination, not even in the same destination.

Start and end dates of the Travel do not consider an all-day-stay in the accommodation facility or destination. Time of departure or arrival of Traveller and Traveller's entering or exiting from accommodation is conditioned by the policy of designated accommodation, road conditions, technical and weather conditions or force majeure that may affect the time of departure or arrival that IT cannot influence, and therefore in such cases IT is not responsible.

Tourist guide services during the Travel does not imply that he or she will be with travellers during the whole period of 24 hours, but will be with them during the trip, as well as at sites that are visited in organized manner. Tourist guide is not required to be with the guests in the period labeled as "free time" in the Travel Itinerary, but he or she will be available at that time by phone in case its help is



needed, and he or she is obligated in case of emergency (emergency medical reasons, loss of documents, the problem with accommodation, etc.) to put him/herself at Traveller's disposal as soon as possible.

## 12. ACCOMMODATION, MEALS, TRANSPORTATION

Accommodation can vary by type: hotels, guesthouses or households. Common to all is that they are official units categorized according to the applicable laws of the Republic of Serbia or any other country where the Travel is conducted. Types of rooms are determined by the reception desk or by the owner of the household. The Traveller will be accommodated in any officially registered accommodation unit in the accommodation facility described in the Travel Itinerary, regardless of the characteristics of travellers, the location and position of the object, floors, proximity to noise, parking and others. The Traveller undertakes the responsibility to know and to respect the rules of conduct in the accommodation facility in particular to: depositing and keeping money and valuables, food and drinks in the room, respecting the house rules, accommodation and leaving the room at a certain time, the number of people in the room and others, because IT is not responsible for any damages arising therefrom.

Meals can be supplied in two ways, as part of the Travel Itinerary or as an additional service that is not included in the Travel Itinerary which are supplied by third parties -caterers. If meals are part of the Travel Itinerary, it is either part of the service provided by accommodation facilities: hotels, guesthouses, households, or it is a separate service provided for the occasion especially hired caterer (restaurant, farm, and winery). If meal is a separate service provided by specifically hired caterer, menu can be arranged at the request of the Traveller prior to the conclusion of the Agreement and then it becomes an integral part of it. Meals in hotels, guesthouses and households are prepared under the basic policy of the house and IT has no influence on their composition. Meals are prepared in accordance with the usual nutritional habits of the area where the Travel is conducted, if the Traveller has some special requirements in regard to nutrition (health, religious or other reasons), it is necessary to emphasize when negotiating Travel, otherwise IT will not be held responsible for not meeting these requirements and such complaints will not be considered justified.

Transportation is delivered with IT owned vehicles, and if necessary, vehicles can be hired from third parties or carriers can be hired. The Travel is delivered by private car, mini-van and van, except that, where applicable, may engage larger vehicles when required by a specific Travel and when it is defined in the Travel Itinerary. The Traveller has the obligation to behave appropriately in the vehicle and to respect traffic regulations; otherwise IT has the right not to accept Traveller to the vehicle or to remove one from the vehicle in the presence of the police, where further transport to the destination will not be the responsibility of IT. If Traveller cancels further Travel as a result of removal from the vehicle in



previously described case, the scale of cancellation referred to in section 8 of the General Travel Terms will be applied. The travel direction, breaks, place and their length is determined by a guide / driver. The Guide / driver has the right due to unforeseen, unavoidable or security and similar circumstances, to change the timetable, itinerary or the sequence of site visits.

### 13. TRAVEL DOCUMENTS; HEALTH, FOREIGN CURRENCY AND CUSTOMS REGULATIONS

It is the sole responsibility of the Traveller to be informed about the visa regime between country of origin and the Republic of Serbia. IT is not responsible and is not obligated to inform Travellers with the requirements (visa, customs, health, etc.) that apply between the country of domicile of the Traveller and Republic of Serbia, as well as the country of destination or transit, it is the responsibility of the Traveller to inform himself with the respective consulate and to provide all necessary terms and documents in a timely and orderly manner. Should the Traveller during Travel lose travel documents or if those are stolen, shall at his own expense promptly provide new ones and shall accept all consequences which arose as a result of that.

It is required before concluding the Agreement that the Traveller states the specific needs and services related to one's medical condition, such as specific dietary needs or accommodation characteristics due to chronic illness, allergies, disabilities, etc. otherwise IT does not undertake any special obligation, liability or compensation in connection to that.

The Traveller is obligated to strictly respect customs, foreign exchange and other regulations of Republic of Serbia, transit countries and countries of destination and if further travel or stay is suspended due to disrespect of regulations mentioned above, all consequences and costs will be submitted on Traveller's own expense.

If the Travel cannot be delivered due to the omission of the Traveller in respect to the provisions of this part of the Terms, the provisions of section 8 of the General Travel Terms will apply.

### 14. TRAVEL ITINERARY AT REQUEST – TAILOR MADE TRAVELS

Travel Itinerary at the request of the Traveller: Individual travel (hereinafter: the Itinerary upon request) of the Traveller is a combination of two or more services, which are not included in the offer of the Organizer, or the Organizer has not previously published it, but it is made at the request of Traveller.

General Travel Terms are applied to Itinerary upon request travels, unless different is regulated with this section.

Single services and Reservation upon request: If Traveller books or agrees only on one service, Organizer acts as an intermediary for the third-party services (hereinafter: Broker).



**INDIVIDUAL TRAVELS DOO**

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For individual services and Reservations upon request Traveller deposits in respect of booking costs amount which may not be less than € 50 and if the Traveller is resident then € 50 in RSD, equivalent to the mid exchange rate on the payment date. If the reservation is accepted by the Traveller, the deposit is included in the price of the service. If IT does not confirm the reservation within the stipulated period, the deposit is fully refunded to the Traveller. If the Traveller does not accept the offered or confirmed reservation, which is in full compliance with the requirements of Traveller, the amount of the deposit is retained by IT in complete.

IT, except for gross negligence and negligence, is not responsible for defects, material and physical harm for individual travel services upon request of travellers, for which IT is only an intermediary between the Traveller and direct service providers (e.g. individual accommodation services, transport, sports events tickets, excursions, rent-a-car, etc.). Obtaining proof for the agreed individual service shall enter into force on contractual relations exclusively between the Traveller and each individual service provider.

#### 15. JURISDICTION IN CASE OF DISPUTE

In case of dispute the territorial competent court is the court according to the seat of IT.

In Belgrade 08.04.2020

These General Travel Terms apply from 09.04.2020

For Individual Travels doo

Miljan Miljević, CEO