



# TERMS OF SERVICE

# 1. General

## ART. 1.1.

www.katarina-line.com is a website with information about ships, cruises on different routes within the Adriatic Sea and excursions and tours on sea and land with the possibility of the online booking of weekly guaranteed small ships cruises and land tours through Katarina line's webshop - Booking.

It provides information on accommodation opportunities and other related tourist services for which the company is registered.

The website, webshop is owned and represents the services provided by the company KATARINA LINE d.o.o., tax ID number - OIB : 28922587775, corporate registration ID - MB: 03823067.

Official records confirm KATARINA LINE d.o.o. as a valid business.

## ART. 1.2.

Katarina line d.o.o. headquarters are at Vjekoslava Spinčića 13, 51410 Opatija, Croatia, company's phone number is +385 (0)51 603 400 and company's email is [info@katarina-line.hr](mailto:info@katarina-line.hr)

## ART. 1.3.

Katarina line d.o.o. insures safety, security and privacy of all information and purchases from customers through www.katarina-line.com. Customers data is secured and managed by Katarina line.

Any information submitted by the buyer will be used solely for the purpose of completing the transaction, delivering the product, informing of new product releases and addressing any customer service issues.

KATARINA LINE is at disposal for any questions and information regarding the cruises, land tours, accommodation, excursions, transfers and other tourist services prior to and after the reservation being made, prior to departure and during the tours and cruises. Contact numbers are listed online.

## ART. 1.4.

KATARINA LINE price list is valid throughout the year, i.e. season; except in case of special offers – such as first or last minute bookings that depend on departure date, availability etc.

## ART. 1.5.

The payment system is provided by Zagrebačka banka E-commerce solution, certified by MasterCard SecureCode and Verified by Visa.

Zagrebačka banka secures private information using a SSL Certificate. Information exchanged with any address beginning with https is encrypted using SSL before transmission. ZAGREBACKA BANKA D.D. has been verified as the owner or operator of the website located at www.zaba.hr. Official records confirm ZAGREBACKA BANKA D.D. as a valid business.

#### ART. 1.6.

Katarina line d.o.o. provides services according to the laws of the Republic of Croatia following the Customer protection laws that are related to the Contract that comes out of the online purchases by customers through this site.

## *2. Terms of Booking and Payment*

#### ART. 2.1.

Offered services are presented on www.katarina-line.com with detailed descriptions and photographs as well as some customer feedback. Katarina line offers cruises, land tours, accommodation and related excursions.

Under every cruise or land program there are tabs with all program details including available dates and prices to be booked online.

Additional information may be requested via email regarding any tourist services for which the company is registered.

Katarina line will provide additional information and possible organization if needed wherever possible. However, Katarina line does not provide organized flights from your arrival points and to departure points and back not as part of the programs when the requested service is not clearly stated in the service descriptions. Please contact Katarina Line by email in case you would like to require further offers on your pre and post cruise or accommodation needs in Croatia.

Customers are provided with invoices that include VAT according to the Croatian law.

#### ART. 2.2.

Katarina line provides with two booking methods when purchasing selected program or programs, purchase by booking online or book via email.

#### ART. 2.2.1.

Book Now by selecting a desired cruise and date of departure - proceeding with full or deposit payment online by credit or debit card. Book online - reservation details: 100% payment in advance by credit or debit card - Visa, MasterCard, Maestro + 2% PROCESSING FEE.

#### ART. 2.2.2. BOOK VIA EMAIL - RESERVATION.

Reserve you hotel, tour or cruise by booking via email. Select a desired date of departure and tour/cruise in an email form. Katarina line will check availability and send an email confirmation with reservation ID.

Upon reservation confirmation from Katarina line by email, customers will receive a deposit payment request of 150€ or 200€ per person depending on the selected program and departure date. The remaining balance, full amount from which the deposited amount is deducted, is to be paid upon the date stated in the calculation/proforma invoice.

Book via email - reservation details: 150€ or 200€ per person, depending on the selected program and departure date payable upon confirmed reservation, the remaining balance payable 30 days before the departure date.

#### ART. 2.2.3. HANDLING FEE

Service charge will be charged for any other services booked without a hotel or cruise reservation (transfers, tours, trains, etc.).

#### ART. 2.3. CONFIRMATION AND PAYMENT RECEIPT

Upon execution of advance payment, depending on the chosen payment method, a confirmation of payment and detailed information on your reservation voucher will be forwarded, invoice and/or calculation stating the amount which is to be paid prior to departure.

Upon payment of total amount or balance you will receive the Bill specifying all payments made and Voucher containing the following: Name, address, and telephone number of service provider (legal or natural persons); joining instructions, ship rules, optional supplements.

### *3. Change in the Booking, Cancellation, Refund Policy and Complaints*

All Katarina line weekly ships departures are guaranteed. Katarina line reserves the right to cancel the departure in case of less than 10 participants. In case of cancellations by Katarina Line a suitable replacement ship will be put in place at no extra cost. In major cases Katarina Line will provide suitable accommodation on land or sea. If a land tour is subject to a minimum number of participants as outlined in the travel arrangements and that minimum number is not met, Katarina Line may have to cancel the tour 4 weeks prior to the commencement.

#### ART. 3.1. CUSTOMER RESERVATION CHANGE

It is possible to make some changes to the booking after payment in full or deposit payment but such changes are possibly only with a fee. Name / Date change – 20 eur per person (valid only if the change is done up till 30 days prior booked departure, otherwise regular cancellation clause will be applied).

#### ART. 3.2. CANCELLATION AND REFUND POLICY

In case of cancellations, the following cancellation conditions will be applied:

Deposit payments (150€ or 200€ depending on the cruise) are not refundable

Full payments are partially refundable - if cancellation is made at least a month prior to the scheduled departure date you will receive a partial refund (150€ or 200€ depending on the selected cruise and bank expenses deducted from full amount)

Full payments are partially refundable depending on the date of cancellation and are subject to Katarina Line cancellation conditions:

From the day of confirmation up till 30 days prior to arrival – advance payment (EUR 150 per person) - non-refundable

29-22 days – 25% of the remaining balance

21-15 days – 50% of the remaining balance

14-0 days – 100% fee

Cancellations of confirmed hotel bookings and land tours result in penalties and fees assessed by travel suppliers.

The following cancellation fees will be assessed on your land product.

More than 45 days prior to departure, the non-refundable deposit will be retained

45 - 15 days prior to departure: 30% of price

14 - 3 days prior to departure: 50% of price

2 - day of departure and after: 100% of price

Flight and ferry tickets are 100% nonrefundable.

Above cancellations periods are valid unless otherwise mentioned in the offer

Katarina line highly recommends clients to take insurance against cancellation of reserved services. Katarina line offers a complete travel insurance package (travel health insurance, personal accident insurance, private liability, luggage insurance & trip cancellation). Additional information about travel insurance package can be found here:

#### [TRAVEL INSURANCE INFO](#)

#### [TRAVEL INSURANCE TERMS AND CONDITIONS](#)

There is no refund for unused services unless authorized previously by Katarina Line during clients stay. The written refund request must be received latest 1 week after clients departure. Katarina Line is not obliged to guarantee promises (written or verbal) made by local hotel staff or guides, etc.

#### ART. 3.3. COMPLAINTS

Any complaints regarding service on board have to be given directly to the ship on the spot, and through the official representative of KATARINA LINE. Complaints have to be certified by the ship, written in ships complaints book and sent to KATARINA LINE within 15 days from the customer's departure. On the contrary, such complaints will not be taken in consideration.

For booked accommodation and land tours, any complaints regarding service have to be given directly to the hotel on the spot, and through the official representative of KATARINA LINE. Complaints have to be certified by the hotel/accommodation, written in the complaints book and sent to KATARINA LINE within 15 days from the customer's departure. On the contrary, such complaints will not be taken in consideration.

#### ART. 3.4. SPECIAL NOTE FOR ALL CRUISES

The Captain reserves the right to change the route in case of bad weather conditions

Guests have to follow ship rules (found in written form on the ship) esp. with regards to bringing drinks on board and in case of inappropriate behavior Katarina Line/captain reserves the right in asking clients to disembark

Departures are guaranteed. Katarina line reserves the right in cancelling departures with less than 10 participants and changing ship name if need arises

Katarina line will not be held responsible for any accidents that may occur onboard and insist that clients are informed of this and the need for extra observation and caution whilst being onboard or walking between ship(s) and mainland.

Due specific mooring conditions and requirements in some Croatian ports, Katarina Line ships are moored side by side, making it necessary for the clients to cross from one ship to another with gaps in between ships in order to get to the shore. In such cases clients need to take special care when crossing and do this at their own risk. Crew assistance will be given to those needing and requesting it.

#### ART. 3.5. SHIP RULES

Passengers on board are obliged to abide to the ship rules, as captain is responsible for the safety of all passengers and the crew. Captain has the right to change the itinerary in case of bad weather or similar inappropriate conditions in ports to ensure safety on board.

Passports are to be handed to the captain for registration on the first day of the cruise.

Jumping or diving from the boat during navigation is strictly forbidden. For safety reasons climbing on the masts is also forbidden.

During rough weather movement should be done with care and as little as possible. The floors can often be wet and slippery. Passengers should take extra care crossing between the boats when they are docked together in port. Do not hesitate to ask a crew member for assistance when crossing. Movement between the ships is at the individual's responsibility.

Safety jackets are placed under the seats in the dining area or below the bunks in the cabins.

As the ships are explicitly acoustic passengers are asked to behave accordingly. Special attention must be given to night peace onboard, which officially is at midnight. In National Parks even earlier night peace is required and guests will be notified of this.

Clients are responsible for looking after their personal belongings whilst travelling. The Operator cannot be held responsible for any personal belongings left behind or damaged on any trip irrespective of the circumstances

Smoking in the restaurant area and in the cabins is not allowed and when smoking on the designated area passengers must not throw cigarette butts in the sea.

Bed linen must not be taken out of the cabins.

Passengers are not permitted to bring drinks and food on board. This includes all drinks and food products purchased on shore in ports of call. The only exceptions are: personal care products, liquid medicine, food

products specifically for infants and food products for special diets. Typical regional products purchased during visits to the ports will be stored on board to be returned to passengers at the end of the cruise.

Please take special attention not to throw anything into toilets except toilette paper.

Guests are obliged to respect meal times on board, which are placed on the board in the salon, as well as departure times to next port.

Any damage must be compensated to the captain by the passenger. Lost cabin keys will be charged 150 kuna/key.

It is strictly forbidden to throw rubbish into the sea.

Water is scarce on every boat, therefore please be very rational with it. The same applies to the electricity which runs on the generator.

Guests must close portholes in cabins under deck during navigation (if applicable), to avoid their cabins getting wet by the sea water entering cabin through the porthole.

The captain and the crew will be available for any questions or queries and will do their best to make your stay on board a most pleasurable one. If captain and his crew are not providing satisfactory service, please contact our office for further help, as our aim is to make you satisfied during your stay onboard.

Service charge is not included in the price and therefore please tip at your own discretion.