

Based on Article 68, paragraph 1, item 2a, in accordance with Articles 70 and 71 of the Tourism Law ("Official Gazette of RS" no. 17/2019), the director of TA "LJILJANA STOJAKOVIĆ PR TUR-OPERATOR NATURE TRAVEL OFFICE NIŠ" from Niš, PIB: 114848749, MB: 67901347, on 17.04.2025, establishes the following

GENERAL TERMS AND CONDITIONS OF TRAVEL

The provisions of these General Terms and Conditions of Travel form an integral part of the Travel Agreement between the traveler(s) and TA "LJILJANA STOJAKOVIĆ PR TUR-OPERATOR NATURE TRAVEL OFFICE NIŠ" as the organizer and are binding for both contractual parties, except for provisions defined in a special written agreement or travel program.

1. PRE-CONTRACTUAL INFORMATION:

By signing the standard travel agreement-confirmation-registration (hereinafter: "Agreement"), the traveler (hereinafter: "Traveler"), on behalf of all travelers included in the Agreement, confirms that they have received these General Terms and Conditions (hereinafter: "General Terms"), the pre-prepared and published travel program (hereinafter: "Program"), that they, as well as all other travelers under the Agreement, are familiar with them and fully accept them. The Traveler also acknowledges optional possibilities for international travel insurance, cancellation insurance, and other types of insurance. The provisions of these General Terms form an integral part of the Agreement between the Traveler and TA "NATURE TRAVEL OFFICE" as the organizer (hereinafter: "Organizer") and are binding for both parties, except for provisions defined in a special written Agreement or Program. Before concluding the Agreement, the Organizer may at any time modify the description of its services in the Program. The Traveler and Organizer mutually acknowledge that, before signing the Agreement, the Traveler was informed of any potential changes to the Program within a reasonable period. In the event of a discrepancy between the Traveler's application and the Organizer's amended proposal, the new Program shall be considered a new offer, binding the Organizer for the next 48 hours. If the Traveler does not notify the Organizer within this period that they do not accept the newly issued Program-offer, the Agreement shall be considered terminated. Before signing the Agreement, the Organizer informed the Traveler of the name and address of the entity with which the travel guarantee agreement was concluded in case of insolvency.

2. APPLICATIONS, PAYMENTS, AND AGREEMENT:

The Traveler submits their application in writing, on a durable medium, by email, or by fax. The Traveler may also apply via the internet (website, email, etc.), by directly contacting the Organizer, or through travel agencies that have a concluded agreement with the Organizer for indirect sale of the trip (hereinafter: "Intermediary").

An Intermediary offering or selling a travel package is obliged to indicate their role in the travel program and confirmation of travel (Article 58 ZOT). If the Intermediary does not indicate their role in the agreement-confirmation, they are considered the Organizer of the trip (Article 881 ZOO).

The Traveler's application becomes fully valid when confirmed by concluding the Agreement

in the manner in which the application was made and by paying a deposit of 40% of the travel price unless otherwise agreed. The remaining agreed price, unless otherwise agreed, is payable 15 days before the start of the trip.

If the Traveler does not complete the payment within the specified period, it is considered that they have canceled the trip in accordance with point 12 of the General Terms. Each deposit payment is considered as payment for all travelers, not just a single traveler under the Agreement.

By concluding the Agreement, the Program (previously published or subsequently amended) becomes an integral part and cannot be changed unless explicitly agreed otherwise or if changes occur due to force majeure. In the event of cancellation or modification of the Agreement, the cancellation provisions and amendments apply to all travelers listed in the Agreement.

Timeliness of payment is determined by the date of receipt of payment in the Organizer's or Intermediary's account. In case of late payment in full, advance payment, or payment of the remaining part of the travel price, the Organizer may withdraw from the Agreement and seek compensation in accordance with point 12 of these General Terms. Apparent calculation errors arising during the conclusion of the Travel Agreement, which significantly differ from the Program, give the Organizer the right to contest and terminate the Agreement.

3. OBLIGATIONS AND RIGHTS OF THE ORGANIZER:

- To include in the Agreement, besides the services from the Program, any special requests of the Traveler that the Organizer has expressly agreed to.
- To pay a proportionate actual difference between the agreed price and the travel price reduced proportionally due to non-performance or incomplete performance of the Agreement (hereinafter: "Price Reduction") following a timely and justified written complaint by the Traveler in accordance with the law and these General Terms, except if the shortcomings in the Agreement performance arose:
 - Due to the fault of the Traveler or attributed to a third party that was not a contracted direct service provider in the Program;
 - Due to force majeure or unforeseen events beyond the Organizer's control, whose consequences are unavoidable despite due diligence, or any other events that the Organizer could not foresee or prevent.
- To act in accordance with good business practices in this field and protect the rights and interests of the Traveler.
- Before departure, to provide the name, address, and telephone number of the local representative or, if unavailable, the contact of the Organizer for necessary assistance to the Traveler.
- Not to be responsible for services provided to the Traveler by other parties outside the Program.
- All verbal or other types of information differing from the Program, Agreement, or Special Agreement and these General Terms do not bind the Organizer and cannot serve as a basis for

claims or complaints.

4. OBLIGATIONS AND RIGHTS OF THE TRAVELER:

- To become thoroughly familiar, along with all persons in the Agreement, with the Program and General Terms, and to highlight any special requests not covered in the published Program.
- To independently obtain optional international travel insurance and other types of insurance, as these are not provided and are not the responsibility of the Organizer.
- To pay the agreed price under the conditions, deadlines, and in the manner specified in the Agreement or Program.
- To provide the Organizer in a timely manner with accurate and complete personal information (as entered in the passport) and documents required for travel arrangements, and to guarantee that their documents, luggage, etc., comply with regulations of our country, transit countries, and destination countries (border, customs, sanitary, monetary, and other regulations). Incorrectly submitted personal data (name, surname, date of birth, etc.) will be entered as such in the Traveler's travel documents (plane ticket, hotel voucher, etc.) and may cause problems with customs authorities or hotels. The Organizer bears no responsibility in such cases; all resulting damages and additional costs are the Traveler's responsibility.
- To compensate any damages caused to direct service providers or third parties by violating laws, regulations, or these General Terms.
- To timely designate another person to travel in their place, reimburse the Organizer for actual costs incurred due to substitution, and remain jointly liable for unpaid portions of the agreed price.
- To immediately submit justified complaints on-site, preferably in writing, to the Organizer or persons listed in the travel documentation.
- To inform themselves before concluding the Agreement via the Ministry of Foreign Affairs of the Republic of Serbia (www.msp.gov.rs) and other sources about high- or medium-risk countries.
- To check with authorized representatives of the Organizer for exact departure and return times no earlier than 48 hours and no later than 24 hours before the trip.
- To personally bear the costs of return or continuation of travel if unable to continue with the group, or if the group cannot wait due to schedule disruption, border delays, or health issues requiring hospitalization.

5. PRICE AND CONTENT OF THE TRAVEL PROGRAM: Prices may be stated in local currency (RSD) or foreign currency. When prices are quoted in foreign currency but payments are made in dinars, the official middle exchange rate of the National Bank of Serbia on the day of payment, or the rate specified in the Travel Program, shall apply, unless otherwise agreed. Prices are established based on the Organizer's business policy and cannot be subject to complaints or claims by the Traveler.

Services provided abroad (outside the Travel Program) are paid on-site to the Organizer's foreign partner.

The price of the travel program includes a combination of at least two or more of the following services of average quality customary for the given destination: transportation, accommodation, meals, travel preparation, and organization, for which a single price is agreed and payable by the Traveler (hereinafter: "standard services"), unless otherwise specified in the Travel Program or specially agreed.

The price of the arrangement does not include, unless otherwise specified in the Travel Program or specially agreed, the costs of: airport taxes, local tour guides, representatives of the Organizer, tour animators, optional programs, use of sunbeds and umbrellas, obtaining visas, entrance fees to sites or events, traveler and luggage insurance, room service, minibar, air conditioning, recreational, medical, telephone, and other services, single-room accommodation, rooms with special characteristics (view, floor, size, balcony, etc.), additional meals, and others (hereinafter: "special services").

Conditions for child discounts or other benefits specifically provided in the Travel Program are determined by direct service providers and should be interpreted restrictively (e.g., for children under two years of age, the relevant date is the calendar day the child turns two relative to the start date of the trip).

All services not included in the Travel Program must be separately agreed in writing with the Organizer. The Intermediary is not authorized to conclude or accept special services on behalf of the Organizer that are not included in the Travel Program, except in the case of a special written consent from the Organizer.

The Organizer cannot be held responsible to the Traveler for optional and subsequently provided services performed and charged by a foreign partner or direct service provider, which were not included in the Travel Program and agreed in writing. The Organizer is only responsible for descriptions of services contained in its Travel Programs and is not responsible for descriptions of services in catalogs, publications, or on websites of direct service providers, such as hotels, etc.

The start and end dates of the arrangement determined by the Travel Program do not imply a full-day stay of the Traveler in the accommodation or destination. Departure or arrival times and check-in at accommodations are subject to border procedures, road conditions, permits from authorities, technical and weather conditions, or force majeure affecting flight times or other events beyond the Organizer's control. These reasons cannot be grounds for Traveler complaints.

The first and last days of the Travel Program are designated for travel (for other means of transport, travel may last several days) and do not imply accommodation in the hotel or destination but only indicate the calendar start and end days of the trip. Therefore, the Traveler has no right to complain about evening, night, or early morning flights, late check-ins, early check-outs, etc.

For flight arrangements, the agreed start time of the trip is the meeting of Travelers at the airport at least two hours before the first published departure time by the airline. If the flight time is changed, the Organizer bears no responsibility, and applicable national and

international aviation regulations apply.

Typically, outbound and return flights for charter trips occur late at night or early in the morning. If, for example, an initial or final meal in the form of a “cold meal” is provided outside or in the accommodation, the Travel Program is considered fully executed.

Services of tour guides, tour leaders, local tour guides, tour animators, or local representatives of the Organizer included in the Travel Program do not imply their full-day or continuous presence but only contact and necessary assistance to the Traveler at pre-determined periodic duty times published on notice boards or otherwise.

Instructions and guidance from the tour guide, tour leader, or Organizer’s representative (especially regarding departure times, transport, accommodation, legal regulations, etc.) are binding for the Traveler. Failure to follow these instructions constitutes a violation of these General Terms, and the Traveler bears all consequences and damages in such cases.

Verbal or any other types of information differing from the written Travel Program or Special Agreement do not bind the Organizer and cannot serve as a basis for Traveler complaints or claims.

6. PRICE CHANGES AND TRAVELER’S RIGHT TO CANCEL:

The Organizer may request an increase in the agreed price no later than 8 days before the start of the trip if, after signing the contract, there has been a change in the currency exchange rate, changes in carrier tariffs, or other legally prescribed cases.

An increase of up to 10% of the published price does not require the Traveler’s consent. If the total increase of the agreed price exceeds 10%, the Traveler may terminate the contract in writing without any obligation to pay damages, provided this is done within 48 hours of receiving the written notice of the price increase. In such a case, the Traveler is entitled to a refund of the amount already paid to the Organizer.

If the Traveler does not notify the Organizer in writing within the specified period that they wish to cancel the contract, it is considered that they have agreed to the new price.

Subsequent price reductions for the arrangement cannot apply to already concluded contracts and cannot serve as grounds for any complaint or claim by the Traveler against the Organizer.

7. CATEGORIZATION AND DESCRIPTION OF SERVICES: All services listed in the Program refer to standard services of average quality, typical and specific for the respective destinations, locations, and facilities. If the Traveler wishes to use services outside the Program, a separate agreement must be concluded. The Organizer is not responsible for descriptions of services in catalogs, publications, or on the websites of Intermediaries and direct service providers (e.g., hotels, transport companies, and other entities), unless the Traveler has been explicitly directed to them. The Organizer is responsible only for descriptions of services contained in its own programs or on its website, provided that obvious printing or calculation errors give the Organizer the right to dispute the contract.

Accommodation facilities and units, transportation means, and other services are described according to the official classification of the host country at the time of publishing the Program. These classifications vary and are not directly comparable across destinations or

even within the same destination. Meals, comfort, and service quality primarily depend on the trip price, chosen destination, and classification determined by local national regulations, beyond the Organizer's control or influence.

The start and end dates of the trip set in the Program, according to the calendar date, do not imply full-day presence of the Traveler at the accommodation or destination. Departure and arrival times, as well as check-in or check-out times, depend on border procedures, road conditions, permits from authorities, technical and weather conditions, or force majeure that may affect flight or transport schedules, over which the Organizer has no control; therefore, the Organizer bears no responsibility in such cases.

The first and last days of the Program are intended for travel and do not imply staying at the hotel or destination—they only mark the calendar day of departure and return. The Organizer is not responsible for evening, night, or early morning departures, late check-ins, early check-outs, and similar situations.

For air arrangements, the agreed start time of the trip is the meeting of Travelers at the airport, at least 2 hours before the first published departure time announced by the airline. In the event of a change in the scheduled departure time, the Organizer bears no responsibility; national and international aviation regulations apply. As a rule, outbound and return flights (charter) occur late at night or early in the morning. If an initial or final meal is provided as a so-called "cold meal" either at the airport or accommodation, the Program is considered fully executed.

The services of a tour guide, travel companion, local guide, animator, or local representative do not imply full-day or continuous presence, but only necessary and essential assistance according to pre-determined duty periods announced on the notice board or in another suitable manner. Instructions from the authorized representative of the Organizer (especially regarding departure times, transportation, accommodation, legal and other regulations, etc.) are binding for the Traveler, and failure to follow these instructions constitutes a breach of the contract, with all resulting consequences and damages borne entirely by the Traveler.

Changes or deviations in individual services not caused by the Organizer are allowed if they do not negatively affect the overall concept of the contracted trip. If, for these reasons, a flight or transport must be moved to another airport or departure point, the Organizer covers all costs of alternative transport at least equivalent to a second-class ticket.

When a third party replaces the person who booked a specific travel service, the Organizer has the right to compensation for necessary costs incurred due to the change. The original Traveler and the substitute are jointly liable for payment of the agreed price and the costs of replacement. The Organizer will not accept a substitution if the change is untimely, involves special requirements for the trip, or is not in accordance with legal or other regulations.

The agency provides a local representative at the destination if stipulated in the Program, starting from the Traveler's arrival at the destination airport or bus station. Representatives of the Organizer in Serbia are not obliged to accompany Travelers to the airport or bus departure point if travel documentation has been received within the prescribed timeframe (tickets, vouchers, cover letters, etc.).

Services provided by representatives at foreign destinations include meeting the group upon

arrival, assisting with transfers to the hotel, providing information about the place of stay and excursion organization, and differ from tour guides or travel companions whose presence with the group is continuous throughout the trip.

Oral or other information that differs from what is stated in the written travel program or special written contract does not bind the Organizer and cannot be a basis for Traveler complaints or claims.

8. ACCOMMODATION, MEALS, AND TRANSPORTATION:

8.1. Accommodation: Unless otherwise specifically agreed:

The Traveler will be accommodated in any officially registered accommodation unit in the facility described in the Program, regardless of the Traveler's preferences, location and position of the facility, main or annex building, floor, proximity to noise, parking, or other characteristics. Accommodation check-in is earliest after 16:00 on the day of service start, and check-out is no later than 09:00 on the day of service end. The Traveler is not entitled to any refund due to voluntary or prematurely caused departure from the accommodation, including the cost of hotel services or transportation.

All rooms listed in price lists and programs are primarily double rooms with the possibility of adding extra beds. Triple and quadruple rooms (rooms, studios, apartments, etc.) are generally standard double rooms with one or two additional beds, which differ in characteristics from a standard bed and are usually foldable wooden or metal frames, which may significantly reduce accommodation quality. Only services explicitly marked as "free" are complimentary. References to hotel facilities indicate availability of use and do not imply free use unless specified; on-site charges may apply for certain services (gym, spa & wellness, internet, safes, towel deposits, sports facilities, etc.).

Air conditioning operation is governed by house rules, varies by destination and property, and does not imply 24-hour continuous operation, whether central or individual split systems. Remote controls for AC or TV may not be provided in rooms and could be available at reception with a deposit returned upon check-out. For properties where AC use requires extra payment, prior notice is needed during booking, as availability may be limited. The Organizer will send a written notice for AC use to be paid on-site but is not liable for its availability as it is a service provided directly by the accommodation.

Apartments and lower-category hotels often use solar water heating, which may result in slightly lower water temperature, lower water pressure, or hot water available only at specific times (usually 17:00–21:00). Equipment in rented apartments and hotels (mattresses, bedding, refrigerators, stoves, utensils, etc.) may be worn from prior use. The Organizer will ensure kitchens are equipped with necessary items (pots, plates, cutlery), but equipment may vary between units due to breakage, theft, or wear, and may differ from the Traveler's usual home setup. Wi-Fi service does not guarantee strong signal in all areas; coverage may be limited to reception or bar areas, and speed may vary. Wi-Fi availability does not necessarily imply free internet.

The Organizer is not responsible for damage resulting from the Traveler's failure to follow laws, hotel regulations, transport rules, or other direct service providers' rules. If two or more people book a double or multiple-occupancy room/cabin and no third party replaces one of them, the Organizer may charge the full accommodation price. After the start of the trip, for

sudden and justified reasons, contracted accommodation may be replaced without Traveler consent with accommodation of the same or higher category at the Organizer's expense, or with lower-category accommodation with Traveler consent and proportional refund of the price difference.

The Traveler must comply with accommodation rules, especially regarding storage of money and valuables, bringing food or drinks into rooms, respect for hotel rules, check-in/check-out times, number of persons in the room, etc. Hotel or room photos in catalogs or on websites may differ from reality due to renovation, photo age, camera angle, or redecorating. Oral information inconsistent with the written Program does not bind the Organizer. Room assignments are determined by hotel reception; the Organizer has no influence unless a special-purpose room was booked. Special requests (sea view, pool view, floor, etc.) will be forwarded to the hotel but are not guaranteed. If special requests were pre-paid but not fulfilled, the Traveler must obtain a written confirmation from reception and notify the Organizer within 8 days of return; a refund will be made within 15 days.

Extended stay on the last day is possible only with hotel reception cooperation and may involve additional fees set by the hotel; these fees are not subject to complaint. Descriptions of destinations in catalogs are general; during national holidays, fairs, or peak season, even quiet locations may be noisy. Street noise or surrounding activities are not grounds for complaints. Certain facilities (taverns, restaurants, shops, banks) may be closed off-season, and hotel facilities may differ from descriptions (e.g., outdoor pool discounts). Any local tourist tax not included in the Program must be paid directly to reception.

The Organizer advises Travelers to research accommodations on online forums for guest reviews and to avoid bringing valuables; if they do, they should be stored in hotel safes. Large amounts of cash should be avoided; Travelers are advised to consult their bank regarding payment card usage to reduce theft risks.

8.2. Meals: Unless otherwise specifically agreed:

Variety and quality of food depend on the trip price, accommodation category, destination, and local customs, regardless of whether service is self-service or table service. ALL INCLUSIVE (AI), ALL INCLUSIVE LIGHT, ULTRA ALL INCLUSIVE, or similar services follow internal hotel rules and may differ even within the same category at the same destination. The Organizer has informed the Traveler in writing about the contents of the ALL INCLUSIVE service. Breakfast, unless otherwise indicated, is continental. If hotel occupancy is below 30%, self-service may be replaced by table service. Identical meal conditions apply regardless of whether children, elderly, or special-needs Travelers are present. Any local arrangement with direct service providers regarding meals is not the responsibility of the Organizer.

8.3. Transportation: Unless otherwise specifically agreed:

Transport and transfers are provided using standard tourist buses, minibuses, or other vehicles in accordance with regulations applicable in the country of the carrier engaged by the Organizer. Carrier rules apply (e.g., seating is not numbered, meals and drinks are not included). The Traveler must accept any assigned seat. The Organizer may offer seats for an additional fee (better view, business class, table seats, etc.).

The Organizer may use any type of tourist bus meeting legal requirements (minibus, coach, double-decker) or other vehicles if circumstances require. On buses, toilets are generally

unavailable unless approved. Travelers must behave appropriately and follow traffic regulations; otherwise, the Organizer may refuse transport or, with police presence, remove the Traveler from the vehicle, with no obligation for further transport. If the Traveler leaves transport voluntarily, cancellation rules from section 12 of the General Terms apply. Smoking, drugs, and alcohol are prohibited. Travelers must compensate for any damage caused by negligence on-site.

Travel routes, stops, and durations are determined by the guide-driver. The guide-driver may alter schedules or itineraries due to unforeseen or legally regulated circumstances. Travelers must follow driver or tour guide instructions. For flights, layovers may occur without being listed in the Program unless the Traveler changes aircraft or terminal. Technical aircraft issues are considered force majeure.

Charter flights are fixed-cost; no refund is available in case of trip cancellation. Transfers to accommodations on charter programs will be as close as possible to the property, but Travelers may need to transport luggage themselves if access is limited. Transfers may involve multiple vehicles (passengers in one, luggage in another).

Incorrect personal information (names, maiden names, nicknames) may require reissuing tickets at Traveler expense or invalidating tickets; the Traveler bears responsibility. Travelers must verify travel documents and luggage and report any irregularities. Travelers are responsible for their airline tickets from receipt at the airport or agency; no duplicates will be issued. Tickets are valid only for indicated dates and times.

Air, rail, sea, river, or lake transport is the direct responsibility of the carrier and is beyond the Organizer's control. If a Traveler cannot continue with the group due to circumstances during the trip, they bear the cost of return or continuation on their own and cannot claim compensation from the Organizer.

9. TRAVEL DOCUMENTS, HEALTH, AND LEGAL REQUIREMENTS: All conditions published in the Program apply exclusively to citizens holding a valid travel document of the Republic of Serbia. The Organizer is not responsible and is not obliged to inform travelers who are citizens of other countries about the entry requirements (visa, customs, health, etc.) of the destination or transit country. It is the responsibility of foreign citizens to consult the relevant consulate and to obtain all required documents and approvals in a timely and proper manner.

For international travel, the Traveler must hold a valid travel document with at least six months' validity from the date of trip completion and must provide the Organizer with correct and complete information and documents for visa processing, if the Organizer is arranging the visa. Staff of the Organizer or intermediaries are not authorized to verify the validity of travel or other documents. Assistance in submitting documents does not guarantee visa issuance, issuance within a specific timeframe, or validity of travel documents, nor does it relieve the Traveler of responsibility if border or immigration authorities deny entry, transit, or further stay.

If the Traveler loses or has travel documents stolen during the trip, they are obliged to obtain replacements at their own expense and bear all consequences. The Traveler must arrange any special services related to their health (e.g., specific diet, accommodation features) due to chronic illness, allergies, disability, etc.; otherwise, the Organizer assumes no responsibility,

obligation, or liability.

For travel to countries with special requirements, including mandatory vaccinations or specific documents, the Traveler must obtain the necessary vaccinations and certificates and bears full responsibility for any consequences. The Traveler must strictly follow customs, currency, and other regulations of Serbia, transit countries, and countries of stay, and bear all costs and consequences if unable to continue the trip. Border authorities may request proof of funds and travel insurance in addition to a passport. The agency advises caution in safeguarding documents; hotels with safes may charge extra fees. If the trip cannot be realized due to the Traveler's failure to comply with these provisions, the rules of Section 12 of the General Terms apply regarding applicable compensation.

10. LUGGAGE: For bus transport, the Traveler may bring up to two pieces of luggage per seat user and hand them to an authorized person of the Organizer. Children under two years are not entitled to free luggage. The Traveler is responsible for personal belongings brought into the transport vehicle and for handing over or retrieving luggage from authorized personnel or accommodation. All claims related to luggage are made directly to the carrier, accommodation provider, or insurance company, in accordance with applicable international and domestic regulations.

The Traveler is responsible for transporting luggage from the parking area to the accommodation unit. The Organizer is not responsible for loss or damage to luggage during transport from the parking area to the accommodation or for items left in the transport vehicle. Except in cases of intentional or gross negligence, the Organizer assumes no responsibility for luggage or personal items unless explicitly taken into custody. Travelers are advised not to bring valuables, or if they do, to store them securely or keep them on hand. Luggage should be clearly labeled with personal data; passports, valuables, and personal items should not be left in parked vehicles. Documents, gold, valuables, technical instruments, and medications should be kept in hand luggage or stored in a safe, if possible. The Traveler must report loss, damage, or missing luggage during the trip to the Organizer's representative or direct service provider.

For air travel, luggage transport up to the weight and piece allowance determined by the airline is free. Excess luggage is paid according to the airline's current rates specified in the travel program. Transport of special luggage between the airport and hotel is the sole responsibility of the Traveler. Airports have specific security rules for hand luggage; Travelers are advised to obtain detailed information from the Nikola Tesla Airport in Belgrade at +381 11 209 4444 or via the website www.beg.aero. Any damage or loss of luggage on flights must be reported immediately to the airport authority, as airlines generally refuse compensation if the claim form is not completed and submitted on-site without delay.

11. CANCELLATION AND CHANGES TO THE TRAVEL PROGRAM BY THE ORGANIZER:

11.1. Before the Trip: The Organizer may modify the travel program only if the changes are caused by extraordinary circumstances that the Organizer could not foresee, avoid, or eliminate. Any costs incurred due to program changes are borne by the Organizer, while any reduction in costs benefits the Traveler. Replacement of contracted accommodation may only be made with a facility of the same category, or at the Organizer's expense, with a facility of a

higher category in the agreed location. If significant changes to the travel program are made without justified reasons, the Organizer must fully refund any amounts received from a Traveler who cancels the trip due to such changes (Art. 879 of the Civil Code).

The Organizer has the right to terminate the Contract in case of:

- an insufficient number of registered travelers, provided the Traveler is notified no later than 5 days before the start of the trip, and
- inability to fulfill contractual obligations for reasons not attributable to either party, which, if they existed at the time of publishing the Program, would have justified not publishing the Program or concluding the Contract, with the obligation to refund the Traveler no later than 15 days from the date of cancellation.

Unless specifically stated in the Program, the minimum number of registered Travelers required for the trip is: 30 for bus travel, 20 for travel on regular airline routes within Europe, 15 for intercontinental airline travel, at least 80% capacity for specially contracted charter flights, trains, hydrofoils, or other transport.

In the event of acceptance of a new contract, the Traveler waives any claims against the Organizer under the originally concluded Contract.

11.2. During the Trip: During the trip, the Organizer reserves the right to change the day or time of travel and must promptly notify the Traveler in the most appropriate manner. The Organizer also reserves the right to change the travel route and make necessary adjustments to the Program if travel conditions change (e.g., flight schedule changes, forced landing, vehicle breakdown, border or traffic congestion, closure of a site planned for visit, changes in visa requirements, security situation, natural disasters, or other extraordinary and objective circumstances, including force majeure) without obligation to pay damages or any other compensation to the Traveler. In such cases, the Organizer bears any additional costs of Program modification.

The Organizer is released from fulfilling the Contract if the Traveler disrupts the trip due to gross or inappropriate behavior, regardless of warnings issued. In such cases, the Traveler is obliged to compensate the Organizer for any resulting damage.

In the event of extraordinary circumstances during the trip that could not have been foreseen in advance and qualify as force majeure (e.g., terrorist attacks, states of emergency, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc.), both contractual parties have the right to terminate the Contract. The Organizer is entitled to actual costs already incurred and must cover half of the Traveler's return transport costs. The Organizer assumes no responsibility if the Traveler refuses the offered return by provided means of transport.

12. WITHDRAWAL BY THE TRAVELER:

12.1. Before the Trip: The Traveler has the right to withdraw from the trip, provided they notify the Organizer in writing in the manner in which the Contract was concluded. The date of written cancellation of the Contract serves as the basis for calculating the compensation due to the Organizer, expressed as a percentage of the total trip price, according to the cancellation scale, unless otherwise specified in the Program:

- 5% if canceled from the moment of Contract conclusion up to 45 days before departure,
- 10% if canceled 44 to 30 days before departure,
- 20% if canceled 29 to 20 days before departure,
- 40% if canceled 19 to 15 days before departure,
- 80% if canceled 14 to 10 days before departure,
- 90% if canceled 9 to 6 days before departure,
- 100% if canceled 5 to 0 days before departure, or in case of no-show at departure or withdrawal during the trip.

A change of the agreed destination, travel date, means of transport, accommodation facility, accommodation unit, failure to obtain a visa, non-payment of the agreed price, etc., is considered a withdrawal by the Traveler.

The Traveler is obliged to reimburse the Organizer for actual costs incurred (transport, accommodation, organization, etc.) if cancellation occurs due to: sudden illness of the Traveler, spouse, child, parent, sibling, adoptee or adopter; death of the Traveler, spouse, child, parent, sibling, adoptee or adopter; military call-up; or natural disaster or state of emergency officially declared by the competent authority of the country of travel.

For these cases, the Traveler must submit to the Organizer appropriate proof that qualifies for health insurance rights in case of temporary inability to work (confirmation from a chosen general practitioner, or hospital discharge papers explicitly confirming sudden illness and inability to travel), a death certificate, or a military call-up order.

Local terrorist attacks, explosions, infections, epidemics and other diseases, natural disasters, weather conditions, etc., for which no state of emergency has been declared by the competent authorities of the Traveler's country or the destination country, cannot be considered justified reasons for withdrawal or interruption of the trip.

"Sudden illness" means a sudden and unexpected illness, infectious disease, or organic disorder determined by an authorized medical specialist, which occurs after the Contract is concluded, is unrelated to and not a consequence of any pre-existing medical condition, and is of such a nature that it requires treatment, hospitalization, and prevents the Traveler from starting or using the contracted trip.

If the Traveler provides a suitable replacement or if the Organizer itself finds a replacement, the Organizer is obliged to refund the Traveler the total amount paid, deducting only actual costs incurred. In the case of replacement, the Organizer must conclude a new Contract with the new Traveler.

Actual costs incurred include expenses for fixed accommodation rentals, airline, bus, or ship tickets, charter flight tickets, Organizer's administrative costs, purchased entrance fees, or other prepaid non-refundable services, etc.

If the Organizer doubts the authenticity of the Traveler's medical documentation, it has the right to request an examination at a medical institution with which it has a cooperation agreement. In such a case, the Organizer bears the examination costs if it is confirmed that the

Traveler's initial medical findings were valid.

If the withdrawal is covered by an insurance policy, the Traveler exercises their rights directly with the insurer. In the event of withdrawal from the Contract, amounts paid to the Organizer for visa mediation, as well as for legal and other mandatory fees, are non-refundable.

12.2. After the Commencement of Travel: If, due to cancellation during the trip, the Traveler fails to use some of the contracted services through their own fault, the Organizer will attempt to obtain compensation from the service provider for the unused services. If the service provider does not issue a refund, the Traveler is not entitled to reimbursement of the corresponding portion of the price for the unused part of the trip. If the service or value in question is insignificant, the Organizer is released from this obligation. If, due to the Organizer's fault, a significant portion of the contracted services is not provided, the Organizer is obliged to take certain preventive measures to allow the trip to continue, or to offer the Traveler other appropriate services until the end of the package, at no additional cost to the Traveler, all in accordance with Section 14 of these General Terms, without prejudice to the Traveler's other statutory rights.

13. INSURANCE AND TRAVEL GUARANTEES:

The travel price does not include travel insurance. The Organizer advises Travelers to obtain insurance covering trip cancellation, travel liability, health coverage, and accident insurance. If the Organizer or Intermediary offers travel insurance, it is only acting as an intermediary. The insurance contract is concluded solely between the Traveler and the insurance company, to whom any claims must be addressed directly. Travelers should carefully read the insurance terms and obligations arising from the insurance contract. Insurance premiums are not included in the travel price and are payable immediately upon conclusion of the insurance contract. By signing the Travel Contract, the Traveler confirms that they have been informed and advised to secure a travel insurance package.

The travel insurance package does not cover mandatory health insurance, and the Traveler is advised to obtain such coverage independently, as lack of it may result in border authorities denying entry or the Traveler bearing significant medical expenses in case of treatment needs.

In accordance with the provisions of the Law on Tourism, the Organizer has a deposit in the amount of EUR 2,000.00 and a travel guarantee for license category A in the amount of EUR 30,000.00. The Organizer holds a liability insurance policy for travel agencies in case of insolvency and liability for damages caused to the Traveler, policy number 30000049351, valid from 01.04.2025 until 01.04.2026, issued by Milenijum Osiguranje a.d.o., Bulevar Milutina Milankovića 3B, 11000 Belgrade. The insurance provides coverage as follows:

Travel Guarantee – Insolvency of the Organizer:

costs of necessary accommodation, meals, and repatriation of Travelers from the destination (domestic or international) back to the place of departure,

refund of payments made by Travelers under the Travel Contract that were not fulfilled by the Organizer,

refund of payments made by Travelers in the event of trip cancellation by the Traveler, in accordance with these General Terms and Conditions of Travel,

refund of the difference between payments made under the Travel Contract and the reduced amounts proportional to the non-performance or incomplete performance of services included in the Travel Program.

Travel Guarantee – Compensation to the Traveler for non-performance or partial performance of services included in the Travel Program (liability):

refund of payments made by Travelers under the Travel Contract that were not fulfilled by the Organizer,

refund of the difference between payments made under the Travel Contract and the reduced amounts proportional to the non-performance or incomplete performance of services included in the Travel Program.

In case of an insured event due to insolvency, the Traveler may contact the Assistance Company Coris at the following phone number: +381 11 36 36 999, or by email at: coris@coris.rs. By contacting the Coris Assistance Call Center, the Traveler can obtain emergency accommodation, repatriation, and full 24-hour support.

The travel guarantee becomes active within 14 days from the occurrence of the insured event, upon written notification or telegram addressed to Milenijum Osiguranje a.d.o., Bulevar Milutina Milankovića 3B, Tel: +381 11 7152300, Email: office@milenijum-osiguranje.rs.

The Traveler is obliged to provide the insurer and Organizer with the contract number, destination, accommodation facility name, names of Travelers, and contact details (address, phone, fax, or email) for communication at the current place of stay.

The Traveler's right to compensation is exercised on the basis of a final and enforceable court judgment, an arbitral award, or another out-of-court resolution of a consumer dispute, in accordance with these General Terms and Conditions of Travel.

14. ASSISTANCE, TRAVELER COMPLAINTS, LAWSUITS AND DISPUTE RESOLUTION:

The Tour Organizer is obliged to clearly display at the point of sale information regarding the method and place for submitting complaints, and to ensure the presence of an authorized person for receiving complaints during working hours. The Organizer must keep a record of all complaints received and retain them for at least two years from the date of submission by the Traveler.

The Traveler is obliged to immediately present any justified complaint on the spot to the Organizer's local representative, and in urgent cases, if the representative is not available, to the direct service provider (e.g., carrier, hotelier, etc.), or, if such contacts are not listed in the travel documents, directly to the Organizer.

For assistance, urgent matters, or complaints, the Traveler may contact the Organizer on working days between 10:00 and 18:00 (CET) at the contact numbers and emails of the business units listed in this text under Article 14. For urgent matters, the Traveler must provide the contract number, travel destination, accommodation facility name, traveler

names, and contact details (address, phone, fax, or email).

The Traveler must cooperate in good faith and allow a timeframe of 24 to 48 hours for justified complaints to be resolved on the spot (e.g., refrigerator breakdown, power or water outage, poorly cleaned apartment, and similar deficiencies), and accept the offered solution if it corresponds to the agreed service. If the cause of the complaint is not resolved on the spot, the Traveler and the Organizer's representative must draw up a written confirmation in duplicate, signed by both parties. The Traveler keeps one copy. If the issue is resolved on the spot, the Traveler must sign a confirmation; otherwise, the fact that they continued to use an adequate alternative solution will be considered as full performance of the Program. Local representatives have no authority to acknowledge any claims for compensation – only the Organizer may do so.

The Traveler cannot claim a proportional price reduction, termination of the Contract, or damages if they fail, in bad faith or improperly, to promptly and immediately notify the authorized representative and the Organizer of the deficiencies in the provided services versus those agreed, as such deficiencies could have been corrected during the stay.

If deficiencies were not resolved on the spot, the Traveler is obliged to submit a justified and documented complaint **exclusively to the Organizer** within 8 (eight) days from the end of the trip. Such a complaint must include:

- the written complaint from the spot signed by the representative,
- receipts for expenses paid,
- a factually detailed and quantified claim by type of unperformed service for each traveler individually,
- witnesses and other supporting evidence.

Each Traveler who signed the Contract must submit a complaint individually on their own behalf and/or on behalf of persons listed in the contract or those with a valid power of attorney. The Organizer will not consider group complaints.

The Traveler may submit a complaint orally at the point of sale where the Travel Contract was concluded (or another designated complaint location), electronically, or on a durable medium, provided that supporting documentation proving the validity of the complaint is included.

It is recommended that the complaint be submitted in writing by post or electronically to the Organizer's address, according to the place where the contract was signed and the reservation made, as stated in the travel documentation, namely:

Ljiljana Stojaković PR Tur-Operator Nature Travel Office Niš, Dimitrija Tucovića 14, Tel: +381 69 2010180 and +381 69 445 3545, info@naturetraveloffice.com.

The Organizer is obliged to consider only timely, justified, and documented complaints about deficiencies that could not be rectified during the trip on the spot, and to issue the Traveler a written confirmation (or electronic confirmation) of receipt of the complaint, stating the reference number under which the complaint is recorded.

The Organizer must deliver a written response within 15 days from the date of receipt of a proper complaint. The Organizer is not obliged to accept the complaint, but if it does, it must

pay the Traveler the agreed price difference. The Organizer may extend the deadline until an agreement on compensation is reached, which must be recorded in the complaint book. If the complaint is incomplete, the Organizer will instruct the Traveler to correct it within a set deadline, under penalty of rejection.

In accordance with good business practices, the Organizer will respond within the statutory timeframe even to late, unfounded, or incomplete complaints.

The Traveler's price reduction due to a complaint can only cover the unperformed portion of the service, cannot include services already used, and cannot exceed the total agreed price. The amount of compensation payable on the basis of a justified and timely complaint is proportional to the extent of the unperformed or partially performed service.

If the Traveler accepts a refund for a proportional price reduction or another form of compensation, it shall be deemed that they agreed to the Organizer's proposal for an amicable settlement of the dispute and thereby waived any further claims against the Organizer in relation to the disputed matter, regardless of whether they signed a written confirmation of settlement.

It shall be considered that the refund was executed and an agreement with the Traveler reached in accordance with the law and these General Terms and Conditions if the Organizer offered a fair refund for inadequate services, based on the price list of the direct service provider valid on the date the travel contract was concluded and other available evidence, and acted in compliance with applicable regulations.

The Organizer bears no liability for errors or damages caused to the Traveler by direct service providers who are themselves liable under the applicable laws, provided that the Organizer acted with due care in selecting such providers.

Any Traveler's request to initiate proceedings before other authorities prior to the expiration of the deadline for resolving complaints shall be considered premature, and informing the media shall be considered a breach of contract.

15. CUSTOMIZED TRAVEL PROGRAMS AND INDIVIDUAL SERVICES FOR TAILOR-MADE TRIPS AND RESERVATIONS:

15.1. Customized Travel Programs: A tailor-made travel program (hereinafter: "Customized Program") is a combination of two or more services that are not part of the Organizer's standard offer, i.e., not previously published, but created specifically upon the Traveler's request. The provisions of these General Terms and Conditions apply accordingly to Customized Programs, unless otherwise regulated by this section or by the Contract.

If, at the Traveler's request, two or more individual services from the Organizer's offer are combined (e.g., flight and tour package, etc.), the cancellation fee is calculated for each service individually and then added together.

The Traveler has the right to withdraw from the Contract, provided that written notice is submitted to the Organizer. The date of the written cancellation serves as the basis for calculating the cancellation fee owed to the Organizer, expressed as a percentage of the total cost of the requested trip, unless otherwise specified by the Program or the Contract:

- 5% if canceled from the date of booking up to 60 days before the start of the trip (timely

cancellation),

- 15% if canceled 60 to 30 days before the start of the trip,
- 20% if canceled 29 to 20 days before the start of the trip,
- 40% if canceled 19 to 15 days before the start of the trip,
- 80% if canceled 14 to 10 days before the start of the trip,
- 90% if canceled 9 to 6 days before the start of the trip,
- 100% if canceled 5 days or less before the start of the trip, or during the trip.

15.2. Individual Services and “On Request Reservations”: If the Traveler books or contracts only one service, the Organizer acts solely as an intermediary for that third-party service (hereinafter: “Service Intermediary”), most commonly for hotel accommodation and airline tickets. These services also include reservations and mediation between the Organizer and certain online booking platforms.

Please note that, in the case of hotel accommodations, the Organizer has not inspected the properties and cannot guarantee any information other than what is officially provided on the respective booking portal, which may differ from information published on other websites.

Upon booking, the Traveler will receive a receipt for the amount paid as well as a copy of the booking contract. After the remaining balance is paid, the Traveler will receive a voucher for hotel check-in, flight or ferry tickets, and other travel documents. If the booking is made online, all data provided in the booking request are considered valid and binding. A confirmation and proforma invoice will be sent to the Traveler via the email address from which the request was sent or specified in the request. Payment of the invoice confirms that the Traveler accepts the terms of the Contract or Program.

For individual and “on request” reservations, the Traveler must pay a deposit to cover reservation costs, which cannot be less than EUR 50 (in dinar equivalent at the Organizer’s bank exchange rate on the day of payment). If the Traveler accepts the reservation, the deposit is deducted from the service price. If the Organizer does not confirm the reservation within the agreed timeframe, the deposit is fully refunded to the Traveler. If the Traveler rejects a reservation that fully complies with their request, the Organizer retains the deposit in full as an administrative fee.

For certain booking portals, availability is shown in real time, in which case direct reservation applies. If the trip is scheduled to begin within four weeks of booking, the Traveler is required to pay the full amount immediately. If the trip is scheduled to begin later, 40% of the service value is due at the time of booking, with the remaining balance payable no later than four weeks prior to departure, unless a different Time Limit (TL) or Deadline (DL) is specified. Failure to pay within the specified period results in cancellation of the reservation, with all applicable cancellation fees plus an additional Service Fee.

The Organizer, except in cases of gross negligence or willful misconduct, is not liable for deficiencies, material damages, or personal injuries related to individual travel services requested by the Traveler, for which the Organizer acts only as an intermediary between the Traveler and the service provider (e.g., individual accommodation, transport, tickets for sports events, excursions, car rentals, etc.).

The Organizer undertakes to issue the Traveler a voucher, ferry, or airline tickets within 48

hours of payment. If the tickets are in electronic format, they may also be delivered via email to the address provided by the Traveler when concluding the contract. The Organizer is not obliged to cover postal delivery costs; if postal delivery is requested by the Traveler, the Organizer cannot be held responsible for any failure in delivery. In such cases, the Traveler bears all costs and risks associated with obtaining the documents.

The voucher will indicate the hotel address and contact information, and may also include the contact details of the local agent providing services, if applicable. Flight or ferry tickets will show the place, date, and time of departure, as well as any other relevant details.

For group bookings of two or more Travelers, the person making the reservation is responsible for all payments to the Organizer on behalf of the group. Vouchers and information will be sent to this person, who is responsible for ensuring that all group members are fully informed. Group bookings also carry shared responsibility for modifications; therefore, it is recommended to make separate reservations for each Traveler whenever possible.

If you are under 18 years of age at the time of departure and traveling without your parents or legal guardians, they must provide written consent. The Organizer is not responsible for any consequences if the Traveler provides false information about their date of birth or conceals the fact of being underage.

Payment of incidental expenses (e.g., minibar, telephone charges, etc.) must be made directly to the service provider at check-out.

Changes to Your Reservation:

If you wish to make any changes to your reservation after it has been confirmed, we will do our best to assist you. However, the service provider has no obligation to make any changes. They may, however, allow you or any member of your group to transfer the reservation to another person if you are unable to travel, provided that you notify us of the transfer within a reasonable time. Any change must be confirmed in writing.

If the accommodation provider is able to make the requested change, you will be responsible for paying the amendment handling fee charged by the reservation system, as well as any additional costs imposed by the accommodation provider, depending on their policies. If you change the number of persons in your booking, the price will be recalculated for the new group size. For example, if the group is reduced in size, this may result in under-occupancy of the accommodation, and each remaining member may be required to pay a higher price.

If you wish to make any changes while already on holiday (for example, upgrading accommodation or extending your stay), all requests are subject to availability, and any additional costs must be paid immediately on site.

Cancellations:

The service provider begins to incur costs for your reservation from the moment it is confirmed. The closer the cancellation is to your departure date, the more difficult it becomes to re-sell the capacity or avoid additional costs. Therefore, cancellation or amendment charges apply, and the later the cancellation is made, the higher the charge.

If you wish to cancel a confirmed reservation, this must be done in writing by the person who

made the reservation (the first person listed on the contract). If one or more members of your group cancel, this may result in under-occupancy, and the price for the remaining members may increase to reflect the change.

If the accommodation provider makes changes to your booking, we will notify you as soon as possible before your departure. However, they will have no further obligations toward you. No refunds will be made for early departures from the accommodation.

If we are informed by the accommodation provider that they cannot provide the reserved accommodation, we will attempt to arrange similar accommodation of the same standard. If this is not possible, or if you do not accept the alternative, you may cancel the reservation without incurring any cancellation charges.

Complaints Procedure:

If you have a complaint during your stay, you must immediately notify the accommodation management, giving them the opportunity to resolve the issue. Failure to do so may result in the loss of your right to compensation. If the problem is not resolved to your satisfaction, you must contact the local agent representative, whose details are listed on your voucher or in the information materials (such as the INFO book or notice board).

By receiving confirmation of an individually contracted service, contractual relations exist exclusively between the Traveler and the individual service provider.

Cancellation Fees for Individual Services (unless otherwise agreed):

a. Hotel Accommodation:

- From booking until 30 days before departure: 10%
- 29 to 22 days before departure: 15%
- 21 to 8 days before departure: 25%
- 7 days before departure: 50%
- 6 days before or after the start of service: 100% of the price

b. Rental of Studios and Apartments (per unit):

- From booking until 45 days before departure: 20%
- 44 to 30 days before departure: 50%
- From 29 days before departure: 70%
- 15 days before or after the start of service: 100%

c. Rental of Campers and Motorcycles:

- From booking until 31 days before departure: 20%
- 30 to 22 days before departure: 30%
- 21 to 8 days before departure: 50%
- 7 to 3 days before departure: 65%
- 2 days before departure or no-show: 80%

d. Car Rental:

The Traveler fully accepts the General Terms and Conditions of car rental, which are printed on the reverse side of the standard Car Rental Agreement. Unless otherwise specified in the rental agreement, the following rules apply: Reservations and confirmations apply only to the reserved vehicle category, never to a specific car model. Agencies reserve the right to provide the client with the same or a higher-category vehicle than the one reserved, which shall not constitute grounds for compensation claims (e.g., due to higher fuel consumption). Payment for the rental is made after the service has been completed. As a rule, funds must be reserved on-site, i.e., a security deposit must be left. In the event of a traffic accident, damage, or theft of the rented vehicle, the security deposit is retained as a deductible.

The Traveler bears exclusive liability in the following cases: damages caused by violation of rental conditions; gross negligence or driving under the influence of alcohol; damages to the oil sump or the undercarriage; costs incurred for hotel accommodation, telephone calls, or towing; loss or damage of keys; costs for personal belongings damaged in an accident or stolen from the vehicle; total damage to the tires. In the event of vehicle damage, the Traveler is obliged to: immediately notify the police and obtain a police accident/damage report; immediately notify the car rental agency. Neither the agency nor the insurance company shall acknowledge partial or total damage to the vehicle if the authorized driver was under the influence of alcohol, drugs, or similar substances.

The insurance policy covers the Traveler and any other authorized driver in accordance with the provisions of the general insurance terms and the Rental Agreement. The mandatory insurance policy under applicable law covers only personal injury and/or death of persons (passengers) and damage caused to third parties and their property.

The following documents are required for the recognition of damages and reimbursement of the deductible: police report and damage report; copy of the rental agreement; proof of deposit payment (receipt from the car rental agency or credit card statement); original keys and vehicle registration certificate.

Additional charges: An airport service fee is charged at 10% of the total value of the Rental Agreement if the rental begins at an airport. A special fee applies for collection or delivery of the vehicle outside the agency's office location, both domestically and abroad. Travel abroad with a rented vehicle is possible only under special conditions and with prior approval from the agency.

Fuel costs during the rental period are borne by the Traveler. Child seats, snow chains, and other equipment may be provided upon the Traveler's request for an additional charge.

The Traveler confirms that all personal data entered into the rental agreement are accurate and agrees that such data may be transferred to third parties for the purpose of verifying identity and financial credibility.

e. Sea Transport:

The Organizer charges a one-time Service Fee (administrative costs) in the amount equivalent to €15 for booking and issuing ferry tickets, which covers a maximum of 1 vehicle and 5 passengers. If the departure date, type of vessel, and carrier's conditions allow, a reservation

is made and remains valid until the final time limit for ticket issuance (TL – Time Limit). Upon expiration of this deadline, the reservation option is canceled and the Agent charges the full Service Fee.

If reservation options are not available, the full price of the ferry tickets is automatically charged, in addition to the Service Fee. The Organizer uses an agency access system with limited capabilities. Once issued, ferry tickets cannot be changed, i.e., their status is NON-REFUNDABLE. In certain cases, tickets may be exchanged for another travel date with the same carrier. If ticket exchange is permitted, the Traveler must present the original, undamaged tickets to be exchanged (lost tickets cannot be canceled or changed) and agrees to pay the exchange fee, which may vary depending on the carrier's individual rules. Any change of reservation also incurs a new Service Fee.

In some cases, cancellation of paid tickets is possible. In such instances, the Traveler will first be informed of the cancellation costs, which vary depending on the ferry company's policies, and payment will only be made if the Traveler agrees. Upon receiving the refund, the Traveler confirms agreement with the cancellation costs and waives any further claims against the Organizer.

The Traveler is advised that DECK tickets represent standard economy class, which may vary from one vessel to another depending on the carrier, the vessel's interior, and type. Check-in times depend on the type of transport as well as the carrier's policies and may vary by destination. These details may differ from the information published on the carrier's official website due to differences in service provision.

f. Other Individual Services:

For reserved services such as tickets for concerts, opera, theater, balls, transport tickets (e.g., metro, train, bus), ferry tickets, ski passes, sightseeing, museum entrance fees, individual transfers, etc., in case of cancellation, the Traveler is charged cancellation costs equal to the full price of each contracted service.

For individually contracted transport services, in the event of timely cancellation, the Traveler must return already issued tickets for scheduled flights, train tickets, or ferry tickets, otherwise the full price will be charged.

If the Traveler has booked a holiday apartment, the Organizer warns that upon taking possession of the holiday apartment, the lessor may request an appropriate deposit to cover incidental expenses and any potential damages.

16. PROTECTION OF PERSONAL DATA: The personal data of Travelers, provided voluntarily, constitute the Organizer's business secret. The Traveler agrees that the Organizer may use such data solely for the execution of the contracted travel program. The Organizer shall not disclose the Traveler's address, place, time, or price of travel, nor the names of travel companions to other persons, except to those authorized by special regulations. The Traveler agrees that notifications regarding outstanding contractual obligations, travel documents, departure information, and other messages related to the journey or other travel offers from the Organizer may be sent to the provided address. The Organizer will remove the Traveler's email address from its mailing list upon the Traveler's request.

17. BINDING NATURE OF TERMS: The Organizer may, in the Travel Program or in Special Travel Conditions, stipulate provisions that differ from these General Travel Terms and Conditions, due to special conditions and rules of direct service providers, as well as for journeys with special content (e.g., sporting events, congresses, international manifestations, or specific types of tourism – school trips, hunting and fishing, extreme sports, etc.), which form an integral part of such contracts. The ineffectiveness of certain provisions of the Contract does not render the entire Travel Contract ineffective, which also applies to these General Terms and Conditions.

In the event of legal proceedings, jurisdiction lies with the court of the Organizer's registered office, under the applicable laws of the Republic of Serbia.

These General Terms and Conditions of Travel are valid from April 17, 2025.

Seal

TA NATURE TRAVEL OFFICE

Name and signature of Director: Ljiljana Stojaković