



**OPĆI UVJETI POSLOVANJA  
OSNOVNI PODACI**

**Puni naziv:** CONDOR YACHTING j.d.o.o., turistička agencija

**Skraćeni naziv:** CONDOR YACHTING j.d.o.o.

**Sjedište:** Zrinsko Frankopanska 12, 21000 Split, Hrvatska

**Voditelj poslova:** Vid Mihotić – ima svojstvo vođenja i nadzora djelatnosti, operativnih i administrativnih postupaka, te nadzor kvalitete i sigurnosti usluge, uključujući i usluge dobavljača. Po ovlaštenju Uprave predstavlja Društvo i organizacijsku jedinicu.

**Registarski sud:** Trgovački sud u Splitu

**Nadležno tijelo čijem službenom nadzoru podliježe djelatnost turističke agencije:** Ministarstvo turizma- Samostalni sektor turističke inspekcije, Trg Republike Hrvatske 8/1, 10 000 Zagreb

**Temeljni kapital:** 10,00 kuna, uplaćeno u cijelosti

**MBS:** 060324990

**OIB:** 85104288706

**E-mail:** [info@condoryachting.com](mailto:info@condoryachting.com)

**Kontakt:** +385 97 710 6927

**Radno vrijeme:**

01.04 – 31.10 od 08.00 – 21.00 (svaki dan),

01.11. – 31.03 po dogovoru

CONDOR YACHTING j.d.o.o. tvrtka je čija je osnovna djelatnost turizam te druge s tim povezane djelatnosti koje su u funkciji obavljanja osnovne djelatnosti



## UVOD

CONDOR YACHTING j.d.o.o. zadržava prava na ugovor koji sadrži Opće uvjete poslovanja.

Opći uvjeti poslovanja sastavni su dio ugovora koji klijent sklapa s CONDOR YACHTING j.d.o.o., odnosno ovlaštenom turističkom agencijom s kojom su rezervirali uslugu. Smatra se da klijent prije rezervacije pročitao te u potpunosti prihvaća program i Opće uvjete poslovanja.

### Sadržaj i cijena usluga

Usluga uključuje sve ono što piše u programu istaknutom u agenciji ili na mrežnim stranicama agencije. Sadržaj usluga čini, odnosno cijena usluga uključuje sve što je organizator naveo u programu. Posebne usluge su usluge koje nisu uključene u cijenu te ih putnik posebno plaća. Ove se usluge trebaju zatražiti prilikom prijave i doplaćuju se na cijenu aranžmana. Fakultativne i posebne usluge koje putnik zatraži tijekom trajanja putovanja plaćaju se predstavniku organizatora putovanja u valuti zemlje u kojoj se usluga pruža. Cijene usluga objavljene su u kunama i eurima. Organizator jamči provedbu programa prema opisu usluga. Sadržaj usluga organizator će ostvariti u potpunosti i na opisani način, osim u slučaju izuzetnih okolnosti (rat, nemiri, štrajkovi, terorističke akcije, sanitarni poremećaji, elementarne nepogode, intervencije nadležnih vlasti i sl.)

### Rezervacije i način plaćanja

Rezervacije za usluge primaju se u turističkoj agenciji CONDOR YACHTING j.d.o.o.. Prilikom prijave kupac uplaćuje ukupnu vrijednost usluge za što dobiva odgovarajući račun koji je dužan predložiti krajnjem pružatelju usluge. Prilikom prijave kupac je dužan predložiti sve podatke ili dokumente koje zahtjeva program usluge.

### Načini plaćanja i informacije:

- Plaćanje na licu mjesta u agenciji prihvaća se u gotovini i karticama
- Plaćanje se može izvršiti i bankovnom transakcijom

### Otkazivanje ili promjena programa

Organizator zadržava pravo otkazivanja i/ili promjene rute/programa ako nastupe izvanredne okolnosti koje se ne mogu predvidjeti, izbjeći ili otkloniti (vidi točku 1) koje mogu ugroziti sigurnost putnika.

### Polica otkazivanja

Putnik ima pravo na otkazivanje rezervacije.

Ukoliko je usluga kupljena u roku od 7 dana prije početka ture, nema pravo na povrat novca.

Ako se putnik nije pojavio na dan polaska ture (koja je prethodno bila u cijelosti uplaćena), a pritom nije najavio nedolazak, nema pravo na povrat novca.

Za sve rezervacije otkazane unutar 7 do 30 dana prije ture, klijent ima pravo na 50% povrata novca.

Za sve rezervacije otkazane više od 30 dana prije ture, klijent ima pravo na 100% povrata novca.



### **Obveze organizatora putovanja**

Organizator je dužan brinuti o provedbi usluga kao i izboru izvršitelja usluga pažnjom dobrog organizatora te brinuti o pravima i interesima kupca suglasno dobrim običajima u turizmu. Organizator je dužan kupcu izdati odgovarajuće dokumente za uplaćenu uslugu. Organizator isključuje svaku odgovornost u slučaju promjena i neizvršenja usluga prouzročenih višom silom (vidi točku 1). U ovim slučajevima putnik podmiruje sve dodatne troškove.

### **Obveze putnika**

Putnik je dužan pridržavati se naputaka i pravila ponašanja u svim posjećenim objektima, u sredstvima prijevoza te surađivati s izvršiteljima usluge u dobroj namjeri za vrijeme trajanja usluge, odnosno svojim postupcima ne onemogućavati nesmetano odvijanje programa usluge kao i ne ugrožavati prava ostalih putnika u korištenju usluga. Putnik je dužan posjedovati valjane putne isprave (osobne dokumente). Troškove gubitka ili krađe osobnih dokumenata tijekom putovanja snosi putnik. Pratitelj ili predstavnik organizatora će pomoći, ali uz uvjet da se program neometano odvija. Putnik je dužan prilikom konzumacije aranžmana predstavniku organizatora predložiti dokument o plaćenom aranžmanu (račun).

U slučaju nepoštivanja neke od ovih obveza, putnik odgovara organizatoru putovanja za učinjenu štetu.

### **Zaštita privatnosti**

CONDOR YACHTING j.d.o.o. čvrsto vjeruje u zaštitu privatnosti svojih klijenata. Prikupljamo podatke kako bismo pružili bolje usluge svim našim klijentima, ali samo u vezi s uslugama koje pružamo. CONDOR YACHTING j.d.o.o. osobne podatke ne prodaje, zamjenjuje, iznajmljuje ili ustupa trećim licima, osim u slučaju kada je to propisano procedurom, te je neophodno za nesmetanu realizaciju usluge.

Sve pružene informacije strogo su povjerljive i dostupne samo našem osoblju kako bi pravilno obavljali svoj posao u realizaciji naših usluga.

Zadržavamo pravo na izmjenu, dodavanje stavki ili uklanjanje ovog pravila u bilo kojem trenutku.

### **Rješavanje prigovora**

Sukladno čl.6, točka 3. Zakona o pružanju usluga u turizmu (NN 130/17) omogućuje se korisniku turističkih usluga podnošenje pisanog prigovora u poslovnim prostorijama (Adresa: Bosanska 5, 21 000 Split), putem pošte ili elektronske pošte:

na adresu: CONDOR YACHTING j.d.o.o., Zrinsko Frankopanska 12, 21 000 Split, Republika Hrvatska ili e-mail: [info@condoryachting.com](mailto:info@condoryachting.com);

Najkasnije 15 dana po konzumaciji aranžmana, kupac predaje pismeni prigovor u prodajnom mjestu gdje je uplatio aranžman, ili putem pošte, telefaksa ili elektroničke pošte, te prilaže pismenu potvrdu koju je potpisao predstavnik i mozebitne račune za dodatne troškove. Organizator će primiti u postupak samo potpuno dokumentirane pritužbe koje primi u navedenom roku od 15 dana te bez odgađanja pisanim putem potvrditi njegov primitak.



Organizator je dužan donijeti pismeno rješenje na ovaj prigovor u roku od 15 dana po primitku prigovora u prodajnom mjestu. Organizator može odgoditi rok rješenja pritužbe zbog prikupljanja informacija i provjere navoda žalbe kod davaoca usluga najviše za još 15 dana. Organizator će rješavati samo one pritužbe kojima se uzrok nije mogao otkloniti u mjestu boravka.

**Nadležnost suda**

Za sve možebitne sporove koje je nemoguće riješiti sporazumno, nadležan je sud u Splitu.

**Osnovne informacije/Company details:**

Travel agency CONDOR YACHTING j.d.o.o.  
Zrinjsko-frankopanska 12, 21000 Split, Hrvatska  
VAT: 85104288706

**Kontakt podaci/Contact details:**

[info@condoryachting.com](mailto:info@condoryachting.com)  
[www.condoryachting.com](http://www.condoryachting.com)  
+385 95 57 88 980, +385 97 710 6927

**Bankovni podaci/Bank details:**

Hrvatska poštanska banka d.d.  
IBAN: HR6223900011100938473  
SWIFT: HPBZHR2X



**GENERAL TERMS AND CONDITIONS**  
**GENERAL COMPANY INFORMATION**

**Full name:** CONDOR YACHTING j.d.o.o., travel agency

**Short name:** CONDOR YACHTING j.d.o.o.

**Head office:** Zrinsko Frankopanska 12, 21000 Split, Hrvatska

**Head manager:** Vid Mihotić – in charge of conducting and managing activities, operational and administrative procedures, and controlling the quality and safety of services, including supplier services. With the permission of the board of directors, he represents the company and organizational unit

**Registered court:** Trgovački sud u Splitu/Commercial Court in Split

**Body supervising the activities of tourist agencies:** Ministry of Tourism – Independent Sector of Tourism Inspection.  
Trg maršala Tita 8 / I, 10000 Zagreb, Croatia

**Share capital:** 10.00 HRK, paid in full

**Register number (MBS):** 060324990

**Company Identification Number (OIB):** 85104288706

**E-mail:** [info@condoryachting.com](mailto:info@condoryachting.com)

**Contact:** +385 97 710 6927

**Working hours:**

01.04 – 31.10 from 08.00 – 21.00 (every day),

01.11. – 31.03 by appointment

CONDOR YACHTING j.d.o.o. is a company whose main activities are tourism and hospitality, and other related activities



## INTRODUCTION

CONDOR YACHTING j.d.o.o. reserves all the rights to this contract containing the General Terms and Conditions. The General Terms and Conditions are an integral part of the contract that the client enters into with CONDOR YACHTING j.d.o.o., i.e., the authorized tourist agency with which they have reserved the service. It is considered that the client has read and accepted all the terms stated in the General Terms and Conditions before booking.

### Contents and pricing

The arrangement includes everything that is written on the program you can find in the agency or on the agency's websites. Contents of the arrangements and the prices have been laid out in the promotional brochure and on the tour websites which are offered for free to any interested parties. Special services are those services which have not been included in the above-mentioned arrangements and their prices and are therefore purchased separately by the customer. These kinds of services have to be asked for during the application and they require additional charges. The prices have been clearly stated in the promotional brochure and on the company's websites in kuna/HRK and euro/EUR. The agency guarantees the implementation of the arrangements according to their description. The contents of the arrangements will be fully realized in the described manner, except in the case of exceptional circumstances (war, uprisings, strike, terrorist acts, sanitary disorders, street violence, natural disasters, interventions of municipal authorities, etc.)

### Application and payment methods

Applications are received in the agency office of CONDOR YACHTING j.d.o.o. at the address Bosanska 5 (Bosanska street 3), 21 000 Split or online. During the application, the customer purchases the reservation in the total value of the arrangement for which he receives a suitable receipt. The customer is required to present the receipt to the tour guide at the start of the arrangement. During the application, if need be so, the customer is required to present the necessary identification documents at the request of the agency.

### Payment methods and information:

- Payments made in the company office are in cash and card
- Payments can also be made by bank transfer

### Cancellation and change of schedule and contents

The organizer of the arrangement reserves the right to cancel and/or change the route/tour due to any weather conditions that could endanger passengers or in case of extraordinary circumstances (see above, no.1.).

### Cancellation policy

The client has the right to cancel the reservation.

If the service is purchased within 7 days before the start of the tour, he or she is not entitled to a refund.

If the client did not appear on the day of departure of the tour (which had been fully paid in advance), and without prior announcement, he or she is not entitled to a refund.



For all reservations canceled within 7 and 30 days before the tour, the client is entitled to a 50% refund.  
For all bookings canceled more than 30 days before the tour, the client is entitled to a 100% refund.

### **Organizer responsibility**

The organizer is required to take care of the proper implementation of the arrangements as well as to carefully choose the appropriate individuals for this task and also to respect the rights and interests of the customer according to the customs of quality tourism. He is also required to issue appropriate receipts for the given service and is excluded from any kind of responsibility caused by extraordinary circumstances (see above no.1) and any therewith additional costs which therefore need to be covered by the customer.

### **Buyer responsibility**

The client is obliged to abide by the instructions and rules of conduct in all visited facilities, in the means of transport and to cooperate with service providers in good faith during the service, i.e., not to disable the smooth running of the service program, as well as not to endanger other passengers during the service. The client is required to have valid travel documents (personal documents) during the service. Costs of loss or theft of personal documents during the service are borne by the client. The escort or the organizer's representative will help, but on condition that the tour program is undisturbed. The client is obliged to present a document/voucher on the paid arrangement (invoice) before the beginning of the service to the organizer's representative.

In the event of non-compliance with any of these obligations, the client responds to the service provider for any damages suffered.

### **Privacy policy**

CONDOR YACHTING j.d.o.o. strongly believes in protecting the privacy of its clients. We collect information to provide better services to all of our clients but only related to the services we provide. CONDOR YACHTING j.d.o.o. will never sell, share, trade or give away any of our clients' personal information to third parties, except in the case where it is necessary for the smooth execution of the service.

All information provided is kept strictly confidential and accessible only to staff in order for them to properly do their job in helping clients regarding the services.

CONDOR YACHTING j.d.o.o. reserves the right to change, modify, add, or remove this policy at any time. Changes to this policy may affect the use of personal information provided to us prior to the effective date of the changes.

### **Resolving complaints**

In accordance with Article 6 paragraph 3 of the Act on the Provision of Tourism Services (NN 130/17) we would like to inform our customers that a complaint on the quality of our services may be submitted in writing to the company office (Address: Bosanska 5, 21 000, Split), via postal address, fax or by e-mail:

Address: CONDOR YACHTING j.d.o.o., Zrinsko Frankopanska 12, 21 000 Split, Republika Hrvatska or  
E-mail: [info@condoryachting.com](mailto:info@condoryachting.com)

**Osnovne informacije/Company details:**  
Travel agency CONDOR YACHTING j.d.o.o.  
Zrinjsko-frankopanska 12, 21000 Split, Hrvatska  
VAT: 85104288706

**Kontakt podaci/Contact details:**  
[info@condoryachting.com](mailto:info@condoryachting.com)  
[www.condoryachting.com](http://www.condoryachting.com)  
+385 95 57 88 980, +385 97 710 6927

**Bankovni podaci/Bank details:**  
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IBAN: HR6223900011100938473  
SWIFT: HPBZHR2X



No later than 15 days after the service has been consumed, the customer can submit a written complaint on the spot to the point of sales, or by mail, telefax or email and enclose a written statement signed by the representative and all potential accounts for additional costs. The organizer will accept only properly filed complaints received within the specified period of 15 days and will without delay respond in written form about the receipt of the latter.

The organizer is required to make a written decision on the complaint within 15 days of receiving the complaint at the point of sales. The organizer may postpone the deadline in order to collect more information and verify the complaint with the service provider up to additional 15 days. The organizer will only resolve those complaints which could not be solved in the place of residence.

#### **Court jurisdiction**

Any kind of legal disagreements that cannot get mutually settled, fall under the jurisdiction of the legal court in Split.

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Zrinjsko-frankopanska 12, 21000 Split, Hrvatska  
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