

## UVJETI POSLOVANJA

### **AUDIO TOUR d.o.o. za turizam i usluge, putnička agencija**

Adresa: Osojnička 2, 20000 Dubrovnik  
OIB : 44539058457  
Mobile: +385 98 526 436  
E-mail: [composer@adriatictravelcollection.com](mailto:composer@adriatictravelcollection.com)

---

#### **Plaćanje**

Plaćanje je moguće bankovnim transferom te kreditnim karticama.

#### **Izjava o privatnosti**

Prodavatelj se obavezuje pružati zaštitu osobnih podataka Kupaca tako da prikuplja samo osnovne podatke o Kupcima/Korisnicima koji su nužni za ispunjenje njihovih obaveza, informirati Kupce o načinu korištenja prikupljenih podataka te redovito Kupcima davati mogućnost izbora o upotrebi njihovih podataka, uključujući mogućnost da isti odluče žele li ili ne da se njihovo ime ukloni s lista koje se koriste za marketinške kampanje. Svi se podaci o korisnicima strogo čuvaju i dostupni su samo djelatnicima kojima su ti podaci nužni za obavljanje određenih zadataka. Svi djelatnici Audio Tour-a i poslovni partneri dužni su poštivati načela zaštite privatnosti.

#### **Uvjeti otkazivanja**

Uvjeti otkazivanja su različiti za svako pojedino putovanje.  
Za svako putovanje u našoj organizaciji dobiti cete uvjete poslovanje u automatskom odgovoru nakon vaše potvrde.

#### **OBAVIJEST O NAČINU PODNOŠENJA PISANOG PRIGOVORA POTROŠAČA**

Sukladno čl. 6 stavki 3. Zakona o pružanja usluga u turizmu (Nar.nov., br. 130/17) obavještavamo cijenjene potrošače da svoje prigovore na kvalitetu naših usluga mogu dostaviti u pisanom obliku na slijedeću adresu: Audio tour d.o.o., Osojnička 2, 20000 Dubrovnik, te će im bez odgađanja pisanim putem biti potvrđen primitak tog prigovora. Prigovor se također može podnijeti putem pošte na istu adresu ili e-mail adresu: [composer@adriatictravelcollection.com](mailto:composer@adriatictravelcollection.com)

Odgovor na pisani prigovor potrošača dat ćemo u pisanom obliku najkasnije 15 dana od dana primitka prigovora, pa stoga molimo da nam u svom prigovoru navedete Vašu kontakt adresu za dostavu odgovora.

## TERMS AND CONDITIONS

---

### **General Payment Terms**

All payments will be effected in Croatian currency. We accept wire transfer and credit cards.

### **Disclosure of Your Identity**

Audio Tour is committed to protect customers personal data in a way that it collects only the necessary, basic information about customers / users that are necessary for the fulfillment of our obligation to inform customers about the way we collect data, and gives customers an option of using their data, including possibility to decide whether or not to remove their name from lists used for marketing campaigns. All user information is strictly confidential and are available only where such information necessary to perform the job. All employees of Audio Tour and business partners are responsible for compliance with privacy principles.

### **Cancellation Policy**

Terms and conditions of the cancellation are mostly different on each program.

For each program booked in our organization you will receive the automatic specific terms and conditions after confirmation.

### **NOTICE ON THE METHOD OF SUBMITTING THE CUSTOMER COMPLAINT**

According to the article 6. paragraph 3. Law on Consumer Protection (NN nr 130/17) we inform our clients that complaint with which they express their dissatisfaction about provided service can be submitted in writing to the address: Audio tour d.o.o., Osojnicka 2, 20000 Dubrovnik, and that receipt of that complaint will be confirmed in writing without postponement.

Complaint can also be submitted by post service on the provided address or on following e-mail address: [composer@adriatictravelcollection.com](mailto:composer@adriatictravelcollection.com)

Reply on your written complaint will be given in written latest 15 days form the receipt of the complaint, so please provide us with your contact address for delivery of the mentioned.

### **Travel insurance**

As your service provider, but also your partner in Croatia, Audio Tour d.o.o., would advise you to purchase comprehensive travel insurance from your preferred insurance provider once you've booked your trip to Croatia. Travel insurance is aimed at minimizing damage you can sustain from unexpected situations like unforeseen trip cancellations, lost baggage, crisis situations in the destinations and so on.