



Dubrovnik Boating Booking Terms & Conditions

By booking tours with Dubrovnik Boating through this website, you agree to have read, understood, and fully accept all terms of service listed below.

These Terms and Conditions shall apply to all dealings between Dubrovnik Boating and the Customer to the exclusion of any other terms and conditions whether they appear on the stationery or correspondence of the Customer or elsewhere unless otherwise agreed in writing by Dubrovnik Boating and apply specifically for online bookings.

BOOKINGS & PAYMENTS

Credit card is required as guarantee for confirmed bookings. Tours will be paid with credit card or cash before provided service. All prices are final, expressed in EURO. It is possible to make a payment in euro, US dollars or Croatian Kuna, the Croatian national currency (Kn – HRK), according to the Croatian National Bank medium rate valid on the day of the transaction. The price stated on the confirmation list includes the added value tax (VAT).

Notice on prices in foreign currencies (EUR, etc.)

All payments will be done in HRK. Your credit card is charged with the amount obtained by converting the foreign currency to HRK, based on the current exchange rate of the Croatian National Bank. When charging your credit card, the same amount is converted to the local currency, based on the card company's exchange rate. As a result, minor differences between prices listed on our websites are possible.

Credit cards

Once-only payments can be done by the following credit cards: MasterCard®, Maestro®, Visa®

DELAYS AND CANCELLATIONS

In case of delay, please call the phone number provided in the confirmation or on our web site. The provider is not obliged to provide the confirmed service in case of delay, although whenever it will be possible we'll do the best to provide the service according to the booking. In cases when it is not possible, you'll be offered an optional substitute.

Cancel 48 hours in advance for a full refund, and please inform us as soon as possible via email or telephone. If a Customer cancels the tour or shortens it by his own will, we are not obliged to reduce the price.

In case of bad weather, Customer will receive a full refund, or be offered a booking with an alternative date and time.

Please take note that bank transfer requires 3-5 business days.



TRAVEL INSURANCE

We strongly recommend having travel insurance. It is the responsibility of the Customer(s) to ensure that they obtain adequate travel and medical insurance cover. The Customer(s) are covered by all-risk insurance while they are on the boat. However, they are solely responsible for providing insurance protection which has various requirements depending on the activity on the tour.

LOSS AND DAMAGE

Any loss or damage to equipment or property will be the responsibility of the Customer and all replacement and repair costs will be charged in full. Dubrovnik Boating does not accept any responsibility for the loss or damage of personal property belonging to Customer(s) or their guests.

LIABILITY INSURANCE

Neither Dubrovnik Boating nor its employees shall be liable for any injury, damage, loss, illness, delay or expense caused to the Customer, its employees, licensees or invitees or any other person or any other persons attending the booked tour except insofar as such injury, loss, illness, delay or expense results from the proven negligence or deliberate action or omission of the Company.

THIRD-PARTY LIABILITY INSURANCE

Dubrovnik Boating is insured for the claims occurred from liability for the death, injuries of the body or health or destruction of the belongings of the third person while the staff/owner of the boat is using the boat.

YOUNG TOUR PARTICIPANTS

An adult must accompany tour participants under 18 years.

PETS

All pets are welcome. Owners take full responsibility for them.

COMPLAINTS

All complaints should be submitted on our email info@dubrovnikboating.com. The Customer will receive a written response within 7 working days.