



The offered combination of travel services is a Package Travel Arrangement in the sense of the Law on the Provision of Services in Tourism.

The passenger therefore has all the rights arising from the provisions of the Law on the provision of services in tourism relating to the Package Travel Arrangement. Travel agency MARUNUŠA j.d.o.o. it is fully responsible for the proper execution of the Package Travel Arrangement as a whole.

Travel agency MARUNUŠA j.d.o.o. has a statutory guaranteed guarantee for the compensation of the passenger's payments and, if the transport is included in the Package Travel Arrangement, ensuring the repatriation of the passenger in the case that he becomes insolvent.

The most important rights of passengers in accordance with the Law on Provision of Services in Tourism

- Passengers will receive all relevant information about the Package Travel Arrangement before concluding the package arrangement travel contract.
- There is always at least one trader who is responsible for the proper execution of all travel services covered by the contract.
- Passengers receive an emergency telephone number or contact point information through which they can contact the organizer or travel agency.
- Passengers can transfer the Package Travel Arrangement to another person with notice within a reasonable time and possible payment of additional costs.
- The price of a Package Travel Arrangement can only be increased if specific costs (for example, fuel price) increase and if this is explicitly provided for in the contract, and in any case no later than 20 days before the start of the Package Travel Arrangement. If the price increase exceeds 8% of the package price, the passenger may terminate the contract. If the organizer reserves the right to increase the price, the passenger has the right to reduce the price if the relevant costs are reduced.
- Passengers can terminate the contract without paying any termination fee and receive a full refund of all payments if any of the essential elements of the package other than the price are significantly altered. If, before the start of the Package Travel Arrangement, the trader responsible for the Package Travel Arrangement cancels the Package Travel Arrangement, passengers are entitled to a refund and, if necessary, compensation.
- Passengers may terminate the contract without paying any termination fee before the start of the Package Travel Arrangement in case of emergency, for example if there are serious security problems at the destination that could affect the package.
- In addition, passengers may terminate the contract at any time before the start of the Package Travel Arrangement with the payment of an appropriate justifiable termination fee.



- If, after the start of the Package Travel Arrangement, significant elements of the Package Travel Arrangement cannot be provided as agreed, alternative arrangements will have to be offered at no additional cost. If the services are not provided in accordance with the contract and this significantly affects the execution of the Package Travel Arrangement, and the organizer does not correct the non-compliance, passengers can terminate the contract of travel in a Package Travel Arrangement without paying a termination fee.
- Passengers have the right to a price reduction and / or compensation if travel services are not performed or if they are performed incorrectly.
- If a passenger finds himself in difficulty, the organizer must provide assistance.
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- If the organizer, or in some Member States the seller, becomes insolvent, a refund is provided. If the organizer or, if necessary, the seller becomes insolvent after the start of the package and if the transport is included in the package, the repatriation of passengers is ensured. Organizer / seller MARUNUŠA j.d.o.o. has contracted insolvency protection with the insurer Uniqua d.d. Passengers can contact this entity or, if necessary, the competent authority, the Ministry of Tourism and Sports of the Republic of Croatia, Prisavlje 14, 10 000 Zagreb, e-mail: pravni@mints.hr, tel: + 385 1 6169 243, if the services were denied due to the insolvency of the organizer / seller MARUNUŠA jdoo
- Directive (EU) 2015/2302 can be found on the following website:
<https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX%3A32015L2302>
- You can find the Law on the Provision of Services in Tourism on the following website:
<https://www.zakon.hr/z/343/Zakon-o-pru%C5%BEanju-usluga-u-turizmu>