



CITY TOURS AND EXCURSIONS

Putnicka agencija „Meet Bosnia“ d.o.o. , Velika Avlija Laure Papo Bohoreta 14, 71000 Sarajevo, Bosna i Hercegovina

Tel: +387 33 23 23 69; Mob: +387 61 240 286, www.meetbosnia.com, info@meetbosnia.com

Uni Credit Bank, ŽRN: 338 730 220 024 9252, IBAN: BA393387304800250347, SWIFT: UNCRBA22

Meet Bosnia Tours – Day Tours Terms and Conditions

Effective Date: 13/03/2025

Please read these Terms and Conditions ("Terms") carefully before booking a day tour with Meet Bosnia Tours. By booking or participating in a day tour operated by Meet Bosnia Tours ("MEET BOSNIA" d.o.o., a limited liability company registered in Sarajevo, Bosnia and Herzegovina), you (the "Client") agree to be bound by these Terms. These Terms constitute the entire agreement between Meet Bosnia Tours (the "Company") and the Client for day tours (tours not exceeding 24 hours, with no overnight stay) primarily taking place within Bosnia and Herzegovina. If you do not agree with any part of these Terms, you must not make a booking or participate in the tour.

1. General Terms

- **Scope of Services:** Meet Bosnia Tours provides guided day tours within Bosnia and Herzegovina, offering cultural, historical, adventure, and sightseeing experiences as described in each tour itinerary. The exact services (such as transportation, guiding, meals, entry tickets, etc.) included in a tour will be specified in the tour description or booking confirmation. Services not expressly stated (for example, personal travel insurance, visas, meals not mentioned, or gratuities) are not included.
- **Contractual Agreement:** When you book a day tour with the Company, a binding contract is formed between the Company and the Client. The person making the reservation must be at least 18 years old and has the legal authority to enter into this agreement on behalf of all participants included in the booking. By booking, you confirm that all participants accept these Terms. Any special agreements or alterations to these Terms must be confirmed in writing by the Company.



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- **Client Information:** The Client is responsible for providing accurate and complete information during the booking process (full name, contact details, any special requirements, etc.). The Company will use this information to arrange the tour. Incomplete or incorrect information that leads to operational difficulties (e.g. inability to contact you for pickup arrangements) is the Client's responsibility.
- **Acceptance of Risk:** Travel involves inherent risks. By participating in a tour, you acknowledge that you understand the nature of the tour activities and accept all risks associated with travel and participation in those activities. You agree that you are physically and mentally fit to undertake the tour and that you will exercise reasonable care for your own safety and the safety of others.
- **Amendments:** The Company reserves the right to update or modify these Terms at any time. However, the Terms that were in effect at the time of your booking will apply to that booking. The latest version of Terms will be available on the Company's website. It is the Client's responsibility to review the Terms prior to booking.
- **Severability:** If any provision of these Terms is found to be illegal or unenforceable, the remaining provisions will remain in full force and effect. The unenforceable part shall be deemed modified to the minimum extent necessary to make it enforceable, and if no such modification is possible, it shall be severed from these Terms.
- **Entire Agreement:** These Terms, together with the tour itinerary and written booking confirmation, constitute the entire agreement between the Company and the Client for the day tour. They supersede all prior or contemporaneous communications, whether oral or written. No representation or statement not contained in these Terms or the booking confirmation shall be binding on the Company.

2. Booking & Payment

- **Booking Process:** Bookings for day tours can be made through the Meet Bosnia Tours website, at the Company's office, or via authorized agents/partners. A booking is considered requested when the Client has submitted a reservation request with required details and is considered confirmed only after the Company issues a



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confirmation (such as a confirmation email or voucher). The Company reserves the right to accept or reject a booking at its discretion (for example, if a tour is fully booked or if the booking request is incomplete).

- **Pricing and Currency:** Tour prices are listed in [Euro (€) or local currency (BAM)] (as indicated on the booking platform) per person, unless stated otherwise. Prices include applicable taxes and fees for included services. Any additional charges (for example, optional activities or personal expenses during the tour) will be clearly communicated. The Company guarantees the price of a confirmed booking; however, it reserves the right to correct obvious errors in pricing. If a pricing error is discovered, the Client will be notified as soon as possible and given the option to reconfirm at the correct price or cancel for a full refund.
- **Payment Methods:** The Company accepts major payment methods for day tours, including credit/debit cards (through our secure online payment system) and, for certain tours or booking channels, cash payment on the day of the tour. The available payment options will be communicated at the time of booking. If paying by credit card, the full tour price (or a specified deposit, if applicable) will be charged upon confirmation of your booking. For cash-on-tour payments (if offered), the Company may require a valid credit card guarantee or a small deposit to hold the reservation, with the balance due in cash at the start of the tour. All payments must be made in the currency specified and according to the instructions provided by the Company.
- **Deposits:** Generally, day tours require full payment at the time of booking or are paid in full on the day of the tour (as per the chosen payment method). If the Company, at its discretion, accepts a deposit to secure a day tour booking, the amount of the deposit and the deadline for paying the remaining balance will be communicated. Failure to pay the balance by the specified deadline may result in cancellation of the booking and forfeiture of the deposit. Unless otherwise stated, any deposit paid is **non-refundable** except in cases of tour cancellation by the Company (see Section 3).



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- **Confirmation:** Once your booking is confirmed and payment (or a deposit) is received, the Company will issue a booking confirmation and/or travel voucher via email. This confirmation will serve as proof of the agreement and will contain important details such as the tour date, start time and meeting point, included services, and contact information. It is the Client's responsibility to review the confirmation and ensure all details are correct. If there are any discrepancies or if you do not receive a confirmation within a reasonable time after booking, you must contact the Company promptly.
- **Vouchers and Tickets:** For day tours that require a ticket or voucher (for example, if an entry ticket to an attraction is included), the Company will either provide these in advance (electronically or physical pickup) or the tour guide will distribute them on site. Any voucher issued by the Company is personal to the named Client and is non-transferable unless agreed by the Company.
- **Late Bookings:** For last-minute bookings (made within [24-48 hours] of the tour start, depending on the tour), the Company may require special arrangements. In such cases, immediate full payment by credit card is typically required, and confirmation is subject to availability of guides and resources. The Company will inform you if a late booking cannot be accommodated and issue a full refund in that event.

3. Modifications & Cancellations

By the Client:

- **Cancellation by Client:** If you wish to cancel your day tour booking, you must notify the Company as soon as possible in writing (e.g., via email) or through the booking system used. Cancellations will take effect on the date the Company receives your notification. The following standard cancellation policy applies (unless a different policy is stated for a specific tour or was agreed at booking):
 - **Cancellations made more than 24 hours before the scheduled tour start time:** You are entitled to a full refund of any tour fees paid, minus any non-



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recoverable costs incurred by the Company (if applicable). In most cases, for standard day tours, there are no such costs and you will receive a 100% refund.

- **Cancellations made less than 24 hours before the start of the tour:** We hold right not to offer the refund.
- **No-Show:** If you do not arrive at the designated meeting point at the scheduled time (and have not notified the Company of a delay or cancellation), it will be treated as a cancellation without notice. No refund will be given for no-shows. It is your responsibility to ensure timely arrival; we recommend arriving a few minutes early.
- **Rescheduling by Client:** If you need to change the date or time of your tour, the Company will attempt to accommodate your request, subject to availability and operational feasibility. Minor modifications (such as change of participant names or pickup location within Sarajevo, if applicable) are usually possible at no charge if requested at least 24 hours in advance. Changing the tour date or time with short notice may be treated as a cancellation and rebooking. In general, reschedule requests made more than 48 hours in advance can be done free of charge (any difference in tour price for a new date will need to be paid or will be refunded). Requests made within 48 hours of the tour start may incur a fee or be treated under the standard cancellation policy (meaning you might forfeit part of the payment if we cannot accommodate the change). All date/time changes must be agreed by the Company; otherwise the original schedule remains in effect.
- **Partial Attendance:** If a Client joins a tour late or leaves early by their own choice, no refund or partial refund will be given for the unused portion of the tour. Similarly, if a Client chooses to skip certain included activities during the tour, they are not entitled to a refund for those portions. We urge Clients to partake in the full tour to get the complete experience.
- **Substitution of Participant:** If you cannot attend the tour, in some cases you may substitute another person in your place without penalty. You must inform the



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Company ahead of time (providing the substitute's name and contact details) and receive confirmation. Some tours (e.g., those with pre-issued tickets or permits) may not allow free substitution or may have fees. The substitute participant will be bound by these same Terms.

By the Company:

- **Cancellation by Company:** The Company reserves the right to cancel a day tour due to extraordinary circumstances or events beyond the Company's control. These include (but are not limited to) extreme weather conditions, natural disasters, political instability, public health emergencies, **force majeure** events, strikes or civil disturbances, sudden unavailability of key personnel (e.g., guide illness with no replacement), or **insufficient number of participants** (for group tours that require a minimum attendance). The Company makes every effort to avoid cancelling, and will notify you as soon as a cancellation is known. In the event the Company cancels the tour, you will be offered the choice of either:

- a **full refund** of all monies paid for the tour, or
- an **alternative tour or date** as a replacement (subject to price adjustment if the alternative has a different cost). If you choose a replacement tour of lower value, you will receive a refund of the difference in price; if the replacement is of higher value, you may be asked to pay the difference.

The Company will not be responsible for any additional compensation beyond the tour price (for example, we are not liable for other travel arrangements you made in connection with the tour, such as flights or hotels, which may be affected by the tour cancellation). We strongly recommend having travel insurance to cover such associated losses.

- **Changes to Itinerary or Schedule:** The Company strives to conduct tours as scheduled and as per the advertised itinerary. However, **operational adjustments** may be necessary. The Company reserves the right to make minor changes to the tour plan or substitute facilities/vehicles when required for safety,



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logistical, or local conditions reasons. Examples include changing the order of sites visited, altering the route due to road closures or traffic, substituting one attraction for a similar one if the original is unexpectedly closed, or adjusting timing to avoid crowds. Such minor changes do not entitle the Client to a refund or discount as long as the overall tour experience is delivered comparably.

- **Significant Changes:** If a change materially alters the nature of the tour (for instance, a change of date, a significant change in duration, or omission of a key highlight with no equivalent substitution), the Company will inform you as soon as possible and treat it similar to a cancellation. You will have the choice to accept the change, accept an offered alternative, or cancel for a full refund. In all cases, the Company's liability for changes and cancellations is limited to the refund of the tour price paid.
- **Guide or Vehicle Replacement:** The Company reserves the right to replace the assigned tour guide or the vehicle/transport originally planned for the tour with a comparable guide or vehicle if necessary (e.g., due to unexpected unavailability, maintenance issues, etc.). A change of guide or transport is not considered a significant change as long as the replacement is of similar standard. All our guides are qualified and all vehicles used are licensed and insured for tourist transport.
- **Client Cooperation:** In the event of itinerary changes or delays during the tour (due to weather, traffic, emergencies, etc.), clients are expected to cooperate with the guide and follow instructions. Flexibility may be required for the tour to successfully adapt to conditions on the day. We will do our best to minimize inconvenience while prioritizing safety.
- **Reconfirmations:** For certain tours, the Company may ask you to reconfirm your attendance a day before (especially if you booked far in advance). This is to double-check arrangements like pickup time or any last-minute updates. Failure to reconfirm when requested will not automatically cancel your tour, but it is a courtesy that helps ensure smooth operation. We will clearly inform you at booking if reconfirmation is needed and how to do it (typically by phone or email).



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4. Safety & Liability

- **Company's Duty of Care:** Meet Bosnia Tours prioritizes the safety and well-being of its clients. We plan and operate tours with due diligence, including regularly maintaining our vehicles, vetting our partner service providers (if any), training our staff and guides in safety protocols, and monitoring local conditions. Our guides are knowledgeable about the tour areas and will provide safety instructions relevant to the activities (for example, cautioning about uneven terrain, traffic awareness in cities, or weather-related advisories). We endeavor to conduct each tour in a safe manner.
- **Client Responsibilities for Safety:** While the Company works to ensure a safe experience, Clients also bear responsibility for their own safety and actions. You are required to follow all safety instructions and guidelines given by the tour guide or other Company representatives. This includes, but is not limited to, staying with the group (unless explicit free time is given), adhering to timetables, using safety equipment provided (for example, helmets or life jackets if provided for certain activities), and respecting all warnings (such as signs at sites or advice to not venture into restricted areas). Failure to comply with safety instructions can result in you being removed from the tour (with no refund) if your behavior is deemed to endanger yourself or others.
- **Assumption of Risk:** Many of our tours involve walking, driving, or other activities that have inherent risks. By joining the tour, you acknowledge that you understand these risks and are physically capable of participating. You assume personal responsibility for any loss, damage, or injury to you or your property that may occur during the tour. It is recommended that you wear appropriate clothing and footwear for the tour and remain aware of your surroundings. If at any point you feel unwell or unsafe, you must immediately inform the guide.
- **Liability Limitations:** Meet Bosnia Tours' liability for any damages, losses, or claims arising out of your participation in the tour is limited as follows:



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- Meet Bosnia Tours is not liable for any injury, illness, death, loss, damage, delay, inconvenience, or additional expense incurred during the tour, regardless of the cause or origin. This includes—but is not limited to—any incident or circumstance that may occur before, during, or after the tour.
 - Clients acknowledge and accept that their participation is entirely voluntary and at their own risk. The Company does not provide any guarantees or accept any responsibility for services, occurrences, or outcomes linked to the tour. Any assistance offered by our staff is done solely as a goodwill gesture and does not imply any liability or duty.
 - By booking a tour, clients waive any right to claim compensation or hold the Company responsible for any consequences, dissatisfaction, or incident experienced during their participation.
- **Insurance – Client’s Responsibility:** The Company **strongly recommends** that all Clients obtain comprehensive travel insurance before their trip. Such insurance should ideally cover **medical expenses, emergency evacuation, personal accident, death, loss or damage of personal property, and trip cancellation or curtailment**. In particular, for adventure-oriented activities (hiking, etc.), ensure your insurance covers those specific activities. Travel insurance is the primary resource for a traveler in case of unexpected events, as the Company’s liability is limited. The Organizer (Company) **advises each Client to have insurance for trip cancellation, medical treatment, personal injury, and personal liability** to protect against unforeseen circumstances. You may be asked to provide proof of insurance for certain high-risk tours or activities.
- **Emergency Protocols:** In the event of an emergency during the tour (such as an accident, sudden illness, natural disaster, or security threat), the tour guide will initiate appropriate emergency protocols. This may include administering basic first aid, contacting local emergency medical services, and/or evacuating the group to a safe location. Our guides are trained in basic first aid and carry a first-aid kit. You agree to follow the guide’s instructions during emergencies. The Company will make



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reasonable efforts to assist the affected client, including helping arrange medical care or contacting the client's emergency contact if needed. However, any direct costs arising from an emergency (e.g., ambulance fees, hospital charges, medical treatment, extended accommodation) are the **Client's responsibility**. We highly recommend that your travel insurance covers these potential costs.

- **Indemnification:** The Client agrees to indemnify and hold harmless Meet Bosnia Tours (and its employees, agents, and affiliates) from any and all third-party claims, liability, damages, or costs resulting from the Client's own negligence, violation of these Terms, or unlawful conduct during the tour. For example, if you cause damage to property or injury to another person on the tour, you may be responsible for compensating the affected party, and you agree that the Company is not liable for such actions.
- **Optional Activities by Third Parties:** During some tours, there may be optional activities or visits (for example, a quick visit to a market or an independent activity during free time) that are not officially provided by the Company but are available to you. Participation in any such activity is purely optional and at your own risk. The Company makes no representations about the safety or quality of third-party optional activities and has no liability for incidents arising from them. The tour guide may provide information or assist in arranging these at your request, but this does not constitute an endorsement or assumption of liability by the Company.
- **Force Majeure:** The Company will not be considered in breach of contract or liable for damages for failure to perform obligations when prevented by force majeure circumstances. Force majeure includes events that are beyond the Company's reasonable control, such as war, riots, strikes, natural disasters (earthquakes, floods, extreme weather), outbreaks of disease or pandemics, government orders (travel bans, state of emergency), or other extraordinary conditions. If a force majeure event occurs, the Company will try to notify clients and may cancel or modify tours in accordance with Section 3. Any refunds or rescheduling in such scenarios will be



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handled as described in Section 3 (Company Cancellations), but additional compensation will not be provided.

5. Health & Medical Conditions

- **Pre-Existing Medical Conditions:** The Client is required to **disclose any relevant pre-existing medical conditions or allergies** that might affect their ability to safely participate in the tour or that the Company should be aware of in case of emergency (for example, asthma, diabetes, severe allergies, heart conditions, mobility limitations, or pregnancy). This information should be provided at the time of booking (if prompted) or communicated to the Company before the tour date. The Company will treat health information confidentially, using it only for preparation and emergency purposes. Failure to disclose important medical information may result in the Company being unable to provide appropriate assistance or adjustments, and in some cases, the Company may refuse participation if a condition poses a serious safety risk that cannot be mitigated.
- **Fitness to Participate:** By booking, you confirm that you (and any others you book for) are physically and mentally fit to join the specific day tour. Many tours involve walking, standing for periods, or vehicle travel on winding roads. If you have concerns about whether a tour is suitable for you, please consult with the Company before booking. The Company may provide guidance on the tour's difficulty level, but it is ultimately your responsibility to select a tour that matches your health and fitness level. If you have recently had surgery or are under medical treatment that could impair your participation, you should get clearance from a medical professional before joining.
- **Special Needs and Accommodations:** Meet Bosnia Tours welcomes participants with special needs or disabilities whenever possible. If you have any condition requiring special assistance (e.g., wheelchair access, sign language interpretation, dietary requirements for included meals), please inform us at the time of booking. We will discuss the feasibility of the tour in light of your needs and do our best to



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accommodate reasonable requests. However, be aware that certain tours may involve terrain or locations that are not easily accessible (historic sites with stairs, etc.). The Company reserves the right to advise against or decline a booking for a tour that cannot reasonably accommodate a particular need for safety or operational reasons. If we must decline your booking for such reasons, any payment made will be fully refunded. If you require a personal assistant or caregiver, that person must also be a paying participant on the tour (unless otherwise agreed).

- **Illness or Injury During Tour:** If you become ill or injured during the tour, please immediately inform the tour guide. The guide will provide assistance to the best of their ability, which may include basic first aid and helping you obtain medical care. Depending on the severity, the guide may call for medical professionals or evacuate you to the nearest clinic/hospital. If you cannot continue the tour due to illness or injury, the Company will, if feasible, help arrange for you to safely return to the starting point or to a medical facility. Any costs incurred for transport or medical treatment are the responsibility of the Client, so please keep receipts for any insurance claims. The Company will not be able to refund the portion of the tour missed due to your illness or injury (unless the entire group tour is significantly affected, in which case see Section 3 for cancellation by Company or significant changes). We highly recommend having travel insurance that covers trip interruption and medical expenses in such cases.
- **Contagious Diseases:** For the health and safety of all participants and staff, you should not join the tour if you are experiencing contagious illness symptoms (for example, a high fever, severe cough, known communicable disease such as COVID-19, etc.) at the start of the tour. If you fall seriously ill just before the tour, please contact us to discuss options – we may advise you to cancel or reschedule (standard cancellation terms may apply, but we might waive penalties with a doctor's note, at our discretion). The Company reserves the right to prevent a visibly sick client from joining the tour if we reasonably believe the illness poses a risk to others. In such a case, it will be treated as a cancellation at the client's initiative. During a tour, if you



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show symptoms of a serious contagious illness, the guide may seek medical advice and, if necessary, require you to separate from the group for the safety of others. This could mean arranging for you to leave the tour (with assistance as appropriate). Such decisions would be taken with medical guidance and in consideration of all guests – while we will be compassionate, we must prioritize group safety.

- **Medical Emergencies and Liability:** The Company's employees and guides are not medical professionals (unless explicitly stated). They can assist in emergencies but cannot provide any warranty or assurance of health outcomes. The Company is not liable for any aggravation of health conditions during the tour that were not caused by the Company's negligence. For example, if a pre-existing condition flares up or if you suffer a medical incident (like a heart attack or allergic reaction) that is not due to any action of the Company, we will assist in getting help but are not at fault for the incident. By agreeing to these Terms, you also authorize the Company and its staff to procure emergency medical treatment for you if you are unable to consent at the time and emergency care is deemed necessary for your well-being, with the understanding that you (or your insurance) will be responsible for the cost of such treatment.
- **First Aid and Medications:** Guides typically carry a basic first-aid kit for minor injuries (cuts, scrapes, etc.). You should bring any personal medication you may need (e.g., inhalers, insulin, allergy epinephrine pens) and inform the guide of the location of this medication in case of emergency. The Company's staff will not administer any medication to you (except possibly assist you in taking your own, or providing basic over-the-counter remedies like a plaster or water). It is your responsibility to manage your medications and dosage. If you have a life-threatening allergy (e.g., to bee stings or certain foods), please ensure you carry your required medication and inform us in advance.
- **Pregnancy:** Pregnant travelers are welcome on many of our tours, but some tours may involve activities or conditions that are not recommended at certain stages of pregnancy (such as rough terrain or prolonged standing). If you are pregnant or become pregnant before your tour, please consult with your doctor about the tour's



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suitability and inform us. We may advise against certain tours or require a written doctor's approval for participation, depending on the tour difficulty and your stage of pregnancy. Ultimately, participation is at the pregnant Client's own risk, and the Company assumes no liability for any pregnancy-related complications that occur during the tour absent negligence on our part.

6. Death Cases During a Tour

In the unfortunate event of a fatality during a tour, the Company will:

- Promptly contact emergency services and local authorities.
- Inform the client's emergency contact or next of kin using the available contact details.
- Ensure the safety and well-being of other participants and support them in returning to a safe location.

The Company is not liable for any aspect of the incident, including but not limited to, its cause, response outcomes, or emotional impact. The Company will not provide compensation, legal assistance, or cover any repatriation, medical, legal, or related costs. All such responsibilities lie with the client's family, their insurance provider, or their consular support.

Participation in the tour signifies full acceptance that all activities are undertaken at the client's own risk, and the Company bears no responsibility for the consequences of such events.

7. Client Behavior & Conduct

- **Standards of Conduct:** By joining a Meet Bosnia Tours day tour, you agree to behave respectfully and lawfully throughout the experience. This means you must respect your fellow travelers, your guide, and all locals or third parties you encounter.

The following rules of conduct apply:

- **Obey Local Laws:** You must follow all laws of Bosnia and Herzegovina during the tour. Any form of illegal activity (such as drug use, purchasing or using illegal substances, vandalism, theft, or involvement in prostitution) is strictly prohibited. If you engage in illegal conduct, you will be solely responsible for the consequences with law enforcement and may be



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immediately removed from the tour without refund. The Company will not assist in legal defense for individuals caught in unlawful acts.

- **Follow Guide Instructions:** Our guides' instructions are for your safety and the group's benefit. You are required to follow their directions regarding timing (for example, meeting back at the bus at a certain time), safety measures (wearing seat belts in vehicles, staying on marked paths, etc.), and cultural respect (such as dress codes in religious sites or not photographing certain areas). Failure to heed instructions that results in disruption or danger may result in your removal from the tour.
- **Punctuality:** Please be on time for the start of the tour and at any meeting points during the tour. The guide will give reasonable time for activities and breaks, but it's your responsibility to return to the group at the agreed time. The tour may leave without latecomers to avoid negatively impacting other guests' experience. We are not liable for any portion of the tour you miss due to lateness, and no refunds will be given for missed portions. In group tours, the guide will typically wait a short grace period, but persistent lateness is grounds for being left behind (in which case it becomes a no-show situation).
- **Alcohol and Drugs:** While on the tour, consumption of alcohol is only permitted in moderation and if it does not impair your ability to follow instructions or endangers yourself/others. If the tour includes a wine/beer tasting or similar, you must be of legal drinking age (18 in Bosnia) to participate, and even then, moderation is expected. The use of any illegal drugs during the tour is strictly forbidden. Showing up to a tour intoxicated or under the influence of drugs such that you pose a safety risk or disruption will result in the guide refusing your participation. In such cases, you will not receive a refund. The guide has the right to make judgment calls on a client's fitness to continue if safety is at stake.
- **Respect for Culture and Environment:** Bosnia and Herzegovina has a rich cultural heritage and beautiful environment. We expect clients to be respectful



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at religious or historical sites (e.g., behave calmly in churches, mosques, or cemeteries), to not litter or damage natural sites, and generally to leave places as you found them. Removing artifacts, defacing monuments, or harassing wildlife is not only disrespectful but may be illegal. The Company supports sustainable and responsible tourism; any client purposely causing harm to the environment or cultural heritage will be removed from the tour and may be reported to authorities.

- **Harassment and Discrimination:** Meet Bosnia Tours maintains a zero-tolerance policy for any form of harassment, discrimination, or abusive behavior. This includes verbal or physical harassment of other tour participants, guides, or anyone encountered along the way. Discriminatory remarks or actions related to race, ethnicity, religion, gender, sexual orientation, or any personal characteristic are not acceptable. We aim to create a welcoming atmosphere for all. If you feel another participant is behaving inappropriately, please inform your guide discreetly. Conversely, if a client is found to be harassing others, the guide will take appropriate action which may include warnings or immediate removal from the tour.
- **No Weapons or Dangerous Items:** Clients are not allowed to carry weapons (firearms, knives beyond a pocket knife for personal utility, etc.) or other dangerous materials on our tours. The only exception is a lawful self-defense item like a small pepper spray, but even that should be disclosed to the guide. If you are found with a weapon and do not have a legal permit (if applicable) or a valid reason, you may be asked to leave it behind or leave the tour. Safety of the group is paramount.
- **Dress Code:** There isn't a strict dress code for most tours, but we advise dressing comfortably and appropriately for the activities. Some specific sites (like churches or mosques) might request modest attire (e.g., covered shoulders or legs). Your guide will advise you beforehand if such



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requirements exist. As a courtesy in a group setting, attire should also be generally inoffensive to others.

- **Mobile Phones and Noise:** During guided commentary or quiet site visits (like memorials), we request that mobile phones be silenced and that you refrain from loud conversations that could disturb others. You're welcome to take photos, but please do not interrupt the guide or others for the sake of a perfect shot. Drones are not allowed on tours unless you have prior permission and it's legal at the location.
- **Consequences of Misconduct:** If a Client's behavior is deemed seriously inappropriate, dangerous, or disruptive, the tour guide has the authority to issue a warning or immediately remove that client from the tour. In cases of removal, the Company will not provide any refund for the tour (the client is considered to have forfeited their participation by breaching the Terms). Additionally, the client may be responsible for any damage or loss caused by their behavior. The Company also reserves the right to refuse future bookings from clients who have been removed for misconduct or have otherwise proven to be troublesome. In extreme cases, the Company will involve law enforcement (for example, in cases of assault, theft, or endangerment).
- **Client Liability for Damage:** You are responsible for any damage you intentionally or negligently cause during the tour. This includes damage to the tour vehicle, equipment provided, or third-party property (such as a venue or attraction visited). The Company will facilitate communication if you need to compensate a third party for damages, but if the Company is charged for any damage on your behalf, you agree to reimburse those costs, including any legal fees incurred.
- **Group Harmony:** For group tours, the Company or guide may, at their discretion, make decisions to ensure the collective enjoyment of the group. This might include slightly altering plans to avoid crowds or handling any group disagreements that arise. Clients are expected to be tolerant and cooperative in a group travel setting. We ask that you communicate any concerns to the guide privately so they can be addressed.



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Creating a hostile or uncomfortable environment for others deliberately is grounds for removal as noted above.

- **Personal Conduct in Vehicles:** If the tour involves travel by car, van, or bus, please remain seated (with seatbelts fastened where available) during motion, unless using facilities if available on a larger bus. Follow any specific rules given by the driver or guide (like not eating inside vehicles if prohibited, or handling windows/doors safely). Keep noise at a reasonable level so as not to distract the driver. Repeated failure to adhere to vehicle safety rules will be treated as a safety violation.
- **Smoking:** Smoking (including e-cigarettes or vaping) is not permitted in tour vehicles or indoor venues except in designated smoking areas. If you need to smoke, please do so only during breaks and in appropriate areas as indicated by the guide. Always dispose of cigarette butts properly to avoid litter or fire risk.
- **Tips and Gratuities:** Tipping is not mandatory in Bosnia but is appreciated for good service. If you wish to tip guides or drivers, you may do so directly and at your discretion. However, whether or not you tip will not affect the treatment you receive. Any aggressive solicitation of tips by our staff should be reported, as it is against our policy – tipping should be voluntary. (This is more a note on our conduct than yours, but included for transparency.)

8. Complaints & Dispute Resolution

- **During the Tour:** If you have a complaint or encounter a problem during the tour, please promptly inform your tour guide or another Company representative at the earliest opportunity. Many issues can be addressed immediately on the spot – for example, if something is not as described or if you are dissatisfied with any aspect of the service, we welcome the chance to make it right. Our guides are trained to handle feedback and will do their best to resolve reasonable concerns (such as issues with transportation, minor itinerary adjustments, or interpersonal conflicts in the group). Do not hesitate to speak up during the tour; we value your experience and would prefer to fix issues in real time rather than learning about them after the fact.



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- **After the Tour – Filing a Complaint:** If a issue was not resolved during the tour or you wish to lodge a formal complaint after the tour’s conclusion, you must submit your complaint in writing to Meet Bosnia Tours as soon as possible. For efficiency and proper investigation, we request that you send any formal complaint **within 14 days** of the tour date. Complaints can be emailed to [info@meetbosnia.com] or sent via postal mail to our office address (Meet Bosnia Tours, Velika Avlija 14, 71000 Sarajevo, BiH). Please include your name, tour name/date, booking reference, and a detailed description of your grievance, including any relevant supporting information (photos, receipts, witness statements from other group members, etc.). The more information you provide, the easier it will be for us to investigate and respond.
- **Resolution Process:** Upon receiving a written complaint, the Company will acknowledge receipt (usually within 2-3 business days) and begin an internal review. This may involve speaking with the guide, driver, or other staff involved, reviewing any available photographs or records, and assessing the circumstances against our service standards and Terms. We aim to provide a written response with our findings and proposed resolution within 14-30 days, depending on the complexity of the matter. In our response, we will address the points you raised and, if appropriate, offer one or more of the following: an apology, an explanation of what went wrong, what corrective measures are being taken, and/or compensation (such as a partial refund, credit for a future tour, or other remedy if we deem a compensation is justified). Not every complaint will warrant financial compensation, especially if the issue was minor or beyond our control, but we will evaluate it fairly.
- **Unresolved Disputes:** We genuinely strive to resolve all complaints amicably and to the client’s satisfaction. However, if you are not satisfied with our final response, or if a significant dispute arises that we cannot settle through mutual discussion, the following will apply:
 - **Mediation/Arbitration:** If both parties agree, we can seek to resolve the dispute through mediation or arbitration in Bosnia and Herzegovina. Mediation involves a neutral third party helping to facilitate a resolution, while



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arbitration involves a neutral third party who listens to both sides and makes a binding decision. These methods can be faster and less formal than court litigation. The cost of any agreed mediation or arbitration would typically be shared equally by the Client and the Company, unless otherwise agreed as part of the resolution.

- **Legal Action:** Should it become necessary, either party may pursue legal action. Section 10 (Governing Law & Jurisdiction) of these Terms will apply in determining the appropriate jurisdiction and governing law for any lawsuit. We encourage attempting an amicable solution before resorting to court, as legal proceedings can be time-consuming and costly for everyone involved.
- **Chargebacks and Payment Disputes:** If your booking was made by credit card and you initiate a chargeback dispute with your card issuer without first attempting to resolve the issue with us directly, the Company reserves the right to challenge the chargeback with documentation including these Terms and the evidence of services provided. We treat unwarranted chargebacks as a serious matter of fraud. Of course, if there was a genuine billing error or failure of service on our part, we will rectify it directly with you which is typically faster than going through the card issuer. We simply ask for communication.
- **Feedback:** Separate from formal complaints, we welcome general feedback and suggestions. After your tour, you may receive a survey or request for a review. While this is optional, your honest input helps us improve. Such feedback is not treated as a formal complaint unless you specifically request action or express dissatisfaction that needs resolution.
- **Continuous Improvement:** The Company monitors complaints and their outcomes as part of our commitment to quality. We may update our policies, retrain staff, or take other internal actions in response to valid complaints to prevent future occurrences. Rest assured that raising a complaint in good faith will not cause you any prejudice in terms of how we treat you as a customer now or in the future. We appreciate the opportunity to learn and do better.



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- **Consumer Protection:** Meet Bosnia Tours is a registered travel agency under the laws of Bosnia and Herzegovina. In the unlikely event that we cannot resolve a serious matter, you may have recourse to Bosnia and Herzegovina's consumer protection agencies or tourism authorities. These bodies can sometimes mediate or advise on disputes between consumers and tour operators. Information on how to contact them can be provided upon request. However, we trust that our direct resolution process will suffice in almost all cases.

9. Privacy & Data Protection

- **Data Collection:** In order to operate our tours and provide services, the Company collects certain personal data from clients. This includes information provided during booking (such as full names, contact phone numbers, email addresses, and payment information) and any additional details you disclose (such as medical needs, dietary restrictions, or passport numbers if required for a border crossing tour). If you book through our website, our system may also collect technical information like your IP address or device type as part of standard web operations (see our Privacy Policy for details on cookies, etc.). All personal data is collected lawfully and by your consent (implied by providing the data for booking purposes).
- **Use of Personal Data:** The personal information you provide is used **solely for legitimate business purposes**, namely: to process and manage your tour booking, to communicate with you about your tour (confirmation, reminders, any changes, post-tour follow-up), to provide the tour services (for example, giving your name to a guide or driver, or booking tickets in your name for a museum if needed), and for record-keeping/accounting. If you provided health or special needs information, it is used to prepare the tour accordingly or to inform guides so they can accommodate you. We do not use your personal data for any purpose incompatible with these purposes without asking your consent.
- **Data Sharing with Third Parties:** Meet Bosnia Tours does **not sell or rent** your personal data to third parties. We may share relevant data with third-party service



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providers strictly on a need-to-know basis to fulfill the tour (for instance, if your tour includes a service from a partner company like a rafting operator or a restaurant for lunch, we might share your name and any pertinent detail like dietary needs with them). Such partners are themselves expected to handle your data in accordance with privacy best practices and only use it for the intended service. Additionally, we use third-party payment processors for credit card payments – these processors handle your payment details securely and are PCI-DSS compliant (the Company itself does not store full credit card numbers). If required by law, we might also share information with government authorities (for example, for security or immigration if a tour crosses a border, or if law enforcement provides a lawful order or subpoena).

- **Data Security:** The Company takes reasonable technical and organizational measures to protect your personal data against unauthorized access, loss, or misuse. This includes using secure, encrypted connections for online transactions, restricting access to booking records to authorized staff, and maintaining updated security software. Physical records (if any) are kept secure in our offices. While we strive to protect your data, no system can be 100% secure, so we also encourage you to use caution (for example, do not send sensitive information like credit card numbers via email; use our secure payment portal). In the unlikely event of a data breach that affects your personal information, we will notify you in accordance with applicable laws.
- **Data Retention:** We retain personal data for as long as necessary for the purposes of the tour and as required by law or legitimate business needs. For example, we may keep basic booking records for a number of years to comply with tax and accounting regulations, or to refer to in case of customer service issues. However, we will not keep data longer than needed. When personal data is no longer required, we will dispose of it securely (e.g., by deletion of digital records and shredding of any physical documents).
- **Client Rights:** As a data subject, you have rights regarding your personal data. These may include:



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- The right to **access** the personal data we hold about you (you can request a copy).
- The right to **rectify** any incorrect or outdated personal information (you can ask us to correct or update your data).
- The right to **erasure** (also known as the right to be forgotten), which allows you to request deletion of your personal data, provided it's no longer needed for the purpose it was collected and we have no legal obligation to retain it.
- The right to **object** or restrict processing, in certain circumstances. For example, if you object to receiving promotional emails, you can opt-out at any time (we typically only send marketing communications if you opted in, but you can change your mind later).
- The right to **data portability** for information you provided to us, meaning you can request we send it in a structured format to you or another service provider if feasible.

To exercise any of these rights, you can contact us at [info@meetbosnia.com]. We may need to verify your identity before fulfilling certain requests to ensure we don't disclose or modify data improperly. We will respond to your requests within a reasonable timeframe and in accordance with applicable law (under GDPR, usually within 30 days).

- **Marketing Communications:** Meet Bosnia Tours may send you informational or promotional communications (such as a newsletter or special offers) if you have subscribed to such updates or if you made a booking (as an existing customer, we might inform you of similar tours or discounts in the future). If at any time you prefer not to receive marketing emails, you can unsubscribe via the link in the email or by contacting us. Transactional communications relevant to your booking (confirmation, reminders, responses to inquiries, etc.) will be sent as needed and are not subject to opt-out as they are essential to our service. We do not engage in telemarketing.



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- **Use of Photos/Videos:** During some tours, our guides or photographers may take photos or videos that include participants, as part of capturing the experience. We may occasionally use such media for promotional purposes (e.g., on our website or social media). If you **do not consent** to being photographed or filmed, or to us potentially using your image, please inform your guide and we will respect your preference (and we suggest you step out of group shots if you don't want to be included). If a photo of you is posted online by us and you want it removed, contact us and we will remove it promptly. We fully respect privacy in this regard – your participation in a tour is not conditional on allowing us to use your image. We will never sell images of you to third parties, and we won't use names or personal details in captions without explicit consent.
- **Cookie Policy:** If you are using our website to book, note that our site uses cookies and similar technologies to enhance user experience (e.g., to maintain your booking cart, or to analyze site traffic). These are detailed in our Cookie Policy available on our website. By using our site, you consent to our use of cookies as described in that policy. You can usually control cookies via your browser settings.
- **International Data Transfer:** The Company is based in Bosnia and Herzegovina. If you are providing data from outside BiH, be aware that your information will be stored on servers in BiH or possibly in the European Union (if we use certain cloud services) and will be processed according to Bosnian law and, where applicable, the EU General Data Protection Regulation (GDPR) principles, as Bosnia and Herzegovina strives to align with European data protection standards. By booking with us, you consent to this transfer and processing of your personal data. We ensure that any international transfer of data (for instance, if we use an email service or booking management software hosted in another country) is done with adequate safeguards in place.
- **Privacy Policy:** These Terms include a summary of our privacy and data protection practices as they relate to your booking. For more detailed information, please refer to our **Privacy Policy** document available on our website. In the event of any



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inconsistency between this summary and the full Privacy Policy, the Privacy Policy will govern. By agreeing to these Terms, you also acknowledge that you have (or have had the opportunity to) review the Privacy Policy.

- **Contact for Privacy Matters:** If you have any questions, concerns, or requests regarding privacy or how we handle your personal data, please contact our Data Protection Officer or Privacy Manager at [info@meetbosnia.com] with the subject line "Privacy Inquiry". We take privacy inquiries seriously and will work to address your concerns in a timely and transparent manner. If you feel we have not adequately respected your data rights, you also have the right to lodge a complaint with a supervisory authority (in Bosnia and Herzegovina, that would be the Personal Data Protection Agency of BiH).

10. Governing Law & Jurisdiction

- **Governing Law:** This agreement and any disputes or claims arising out of or in connection with it (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of Bosnia and Herzegovina. For clarity, as Meet Bosnia Tours is a company registered in the Federation of Bosnia and Herzegovina, the applicable law will include the laws and regulations of the Federation of Bosnia and Herzegovina, as well as any relevant federal (state-level) laws of BiH. We aim to comply with all applicable tourism and consumer protection laws in force in Bosnia and Herzegovina.
- **Jurisdiction:** In the event that any dispute arising from these Terms or from a tour cannot be resolved amicably or through alternative dispute resolution methods (as outlined in Section 8), such dispute shall be subject to the exclusive jurisdiction of the courts of Bosnia and Herzegovina. Unless otherwise required by law, the competent court located in Sarajevo (the city of our company's registration) will be the primary venue for adjudication. Both the Company and the Client agree to submit to the personal jurisdiction of such courts for the purpose of litigating any such dispute.



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- **Legal Proceedings:** All proceedings shall be conducted in the local jurisdiction's language (Bosnian/Croatian/Serbian), but the Company can arrange for English translation of proceedings for foreign clients as needed. Each party will bear its own legal costs, unless a court awards costs to the prevailing party. This governing law clause does not limit any consumer rights under the law that would apply in the absence of this clause; it primarily ensures that disputes are heard in the Company's home forum under local law.
- **No Other Jurisdiction:** By agreeing to these Terms, you waive any objection to the venue of any legal process in Bosnia and Herzegovina on grounds of inconvenient forum or any similar doctrine. We do not intend to submit to jurisdiction in any other country's courts for disputes related to these day tours (and, by booking, you are generally presumed to have some connection to Bosnia for the tour). If you are booking from abroad, please be aware that any legal recourse would still be in Bosnia and Herzegovina.
- **Cross-Border Legal Considerations:** If a tour involves crossing into a neighboring country (for example, a day trip that briefly visits Croatia or Serbia), it is understood that the portion of the tour in that country will be subject to the local laws of that location with regard to your conduct (as stated in Section 7, you must obey local laws). However, this section (Governing Law & Jurisdiction) still applies to the interpretation of your contract with the Company. For instance, if an incident occurs in Croatia during a tour, any legal claim against the Company would still be governed by Bosnian law and jurisdiction, whereas any criminal act you commit would be under Croatian jurisdiction for criminal law.
- **Limitation Period:** Any claim against the Company arising from a day tour or these Terms (except for personal injury or death, which may have special rules) must be brought within **one year** from the date of the tour. This is a shorter period than might otherwise apply under general law, and is intended to ensure timely filing of any disputes while evidence and recollections are fresh. After one year, the Company will assert that claims are time-barred. (This does not apply to claims by the Company



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against a client for unpaid fees or damages, where standard statutory limitation periods would apply.)

- **Acknowledgment:** You acknowledge that you have read and understood these Terms including the governing law and jurisdiction clauses. This section may have significant legal consequences for you, and if you do not understand it or its implications, you should seek independent legal advice **before** booking. By proceeding with a booking, you are indicating your acceptance of Bosnia and Herzegovina law as the law governing your relationship with Meet Bosnia Tours and Bosnia and Herzegovina courts as the forum for resolving disputes.

By booking a day tour with Meet Bosnia Tours, you confirm that you have read, understood, and agreed to all the above Terms and Conditions. These Terms are designed to ensure a clear understanding of the mutual rights and responsibilities of the Client and the Company, thereby helping to provide a safe, enjoyable, and fair travel experience for everyone. Thank you for choosing Meet Bosnia Tours, and we look forward to providing you with an unforgettable tour of our beautiful country. Safe travels!

