



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 – Terms and Conditions

Multi-day tours

Effective Date: 13/03/2025

These Terms and Conditions (“Terms”) govern the relationship between **Meet Bosnia Tours** (hereafter “the Company,” “we,” or “us”) and the customer or tour participant (hereafter “the Client” or “you”). By booking and participating in any day tour or multi-day tour with Meet Bosnia Tours in Bosnia and Herzegovina or other Balkan countries (including Croatia, Serbia, Montenegro, Albania, North Macedonia, Slovenia, etc.), you acknowledge that you have read, understood, and agree to be bound by these Terms and Conditions, which constitute the entire agreement between you and the Company. These Terms apply to all services provided by the Company and are intended to protect both your rights and our rights in a clear and fair manner.

1. General Terms

1.1 Scope of Services

Meet Bosnia Tours is a licensed tour operator based in Bosnia and Herzegovina, offering guided day tours, multi-day tours, excursions, and travel packages within Bosnia and across the Balkans. Our services may include tour guiding, transportation (primarily using our own vehicles), accommodation booking, and other travel-related arrangements as specified in your itinerary. We act as the organizer of these tours and coordinate all components independently or, where necessary, with trusted partners. While we strive for high-quality service, the Company assumes no liability for the actions, delays, or outcomes of any element of the tour experience. Participation is entirely at the client's own risk, and all services are provided without any form of guarantee or acceptance of responsibility for any occurrence or dissatisfaction. By booking a day tour with Meet Bosnia Tours (“the Company”), you agree



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

to these Terms and Conditions. These Terms govern the services provided and define the rights and responsibilities of both parties.

1.2 Contractual Agreement: A booking is confirmed and a contract exists between you and the Company once we receive your booking request and required deposit/payment, and we issue a confirmation invoice or email. This contract is governed by the Terms herein. The person making the booking (lead traveler) must be at least 18 years old and has the authority to enter into this agreement on behalf of all participants in the booking. The lead traveler is responsible for ensuring that all other participants are aware of and accept these Terms. Participation in the tour or the commencement of travel is deemed as acceptance of these Terms by all participants.

1.3 Customer Responsibilities: By booking with us, you agree to:

- **Provide Accurate Information:** Provide true, current and complete personal information during booking (including full names as on passports, dates of birth, nationality, contact information, etc.) and promptly supply any documents or details needed to finalize travel arrangements. You are responsible for reviewing your booking details and documents upon receipt and notifying us of any errors or discrepancies immediately.
- **Fitness to Travel:** Ensure that you, and anyone in your party, are medically and physically fit for the itinerary and activities of your tour. You must inform the Company of any pre-existing medical conditions, disabilities, or other health factors that may affect your ability to participate or that may require special accommodations. By joining the tour, you confirm that you are in adequate health and able to safely partake in the tour's activities. The Company reserves the right to decline or remove a participant who cannot safely complete the tour or whose condition could pose a risk to themselves or others.
- **Travel Documents:** Obtain and carry all necessary travel documents, permits, and identification. This includes a valid passport (with at least 6 months validity beyond the tour end date) and any required visas or entry permits for each country visited. You are



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

responsible for meeting all health requirements (such as required vaccinations or COVID-19 tests/certificates) and carrying related documentation as required by destinations or transit countries. Failure to have proper documentation may result in denial of entry, and in such cases you are solely responsible for all related losses, expenses, or fines.

- **Compliance and Conduct:** Adhere to all rules stated by the Company, obey local laws and regulations of countries visited, and comply with the instructions of tour leaders, guides, and local operators at all times for the safety and benefit of the group (see Section 8 on Behavior & Conduct). This includes respecting meeting times, wearing seat belts in vehicles where provided, and following safety guidelines for all activities.
- **Financial Responsibilities:** Pay all amounts due as per the Booking & Payment terms (Section 2). Also, assume responsibility for any costs and losses incurred due to your failure to comply with these Terms (for example, costs due to lack of proper documents, damage you cause at facilities, fines due to your conduct, etc.).

1.4 Age & Eligibility: Travelers under 18 years of age (“minors”) must be accompanied by a parent or legal guardian who accepts full responsibility for the minor during the tour. The Company may refuse bookings for minors on certain tours not deemed suitable for children. The accompanying adult is accountable for the behavior, wellbeing, and supervision of the minor and will be asked to sign a release on the minor’s behalf. Some tours may have minimum age requirements or other participant criteria which will be communicated at booking. We reserve the right to refuse unaccompanied minors and any participant who does not meet the specific requirements of a tour.

1.5 Included and Excluded Services: Our tour descriptions will outline what is included in the price (e.g. transportation, guiding, meals, accommodations, entrance fees, etc.). Any item not specifically listed as included is at your own expense. Exclusions typically include, but are not limited to: international airfare to the tour start location, visas and border fees, travel insurance, personal expenses (laundry, phone calls, room service, etc.), meals not mentioned, and gratuities. You acknowledge that any travel add-ons or services you arrange independently



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

(flights, pre/post-tour hotels, etc.) are outside this contract; we recommend not making non-refundable travel arrangements until your tour is confirmed.

1.6 Special Requests: If you have special requests (e.g. dietary requirements, room preferences, etc.), please inform us at the time of booking. We will attempt to accommodate reasonable requests, but cannot guarantee that all will be met. Special requests do not form part of our contractual obligations and the Company is not liable for any failure to fulfill them. We advise clients with unique needs (dietary, medical, or otherwise) to communicate with us in advance to assess feasibility.

1.7 Acceptance of Risk: You understand that travel, especially in adventurous or remote areas, involves inherent risks such as illness, accidents, political instability, wildlife encounters, and forces of nature. By booking a tour with us, you voluntarily accept these risks and agree that you will not hold the Company responsible for any harm or losses arising from such inherent risks. It is your duty to exercise reasonable caution for your own safety and to abide by any safety instructions given by the Company or its representatives.

2. Booking & Payment

2.1 Pricing and Quotes: All tour prices are provided in the official quote or published on our website for standard tours. Prices are typically stated in EURO (EUR) or Convertible Mark (BAM) or other specified currency, and include taxes (such as VAT) where applicable. Prices are based on costs, exchange rates, and conditions as of the time of quote and are subject to change due to significant fluctuations in external factors (e.g. currency exchange rates, fuel costs, government taxes) until full payment is received. Once you have paid in full, your price is locked in and will not be subject to surcharges except as compelled by law. In the rare case that a price increase is necessary after your booking is confirmed (for instance, due to new taxes or significant currency depreciation), we will notify you as soon as possible. If the increase exceeds 10% of the original price, you have the right to cancel and receive a full refund of all money paid, provided you notify us in writing within 5 days of the surcharge notice.



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

Discounts or reduced pricing that become available after booking will not apply retroactively to your booking.

2.2 Deposit Requirement: To secure your booking, a **deposit** is required at the time of booking. The standard deposit amount is **20%** of the total tour. Deposits are **non-refundable** unless stated otherwise (see Section 3 on Cancellation). For certain tours, a higher deposit or full payment may be required upfront due to the inclusion of permits, flights, or other high-cost items; this will be communicated if applicable. Payment of a deposit signifies your commitment and the formation of a contract, subject to these Terms.

2.3 Payment of Balance: The **remaining balance** of the tour price (total price minus any deposit paid) must be paid by the deadline specified in your booking confirmation. For multi-day tours, final payment is typically due no later than **30 days** before the tour start date (some packages may require 60 days). For day tours or short excursions, full payment may be due at the time of booking or on the day of the tour as specified. If your booking is made within the final payment window (e.g. less than 30 days before departure), the full tour price is payable at the time of booking. **Failure to pay the balance by the due date** gives the Company the right to cancel your booking and treat it as a cancellation by you, in which case the cancellation fees described in Section 3.2 will apply. We will make reasonable efforts to remind you of upcoming payment deadlines via the contact information provided.

2.4 Payment Methods: We accept various payment methods for your convenience, including major credit/debit cards, bank transfers, and cash payments (cash by arrangement, typically for local bookings or balance payments on arrival if agreed). Online card payments will be processed through secure payment gateways. Bank transfer charges or foreign currency exchange fees are the responsibility of the client. All payments must be made in the currency specified by the Company (if payments are made in a different currency, conversion will be done at the prevailing exchange rate and you are responsible for any minor differences due to exchange fluctuations or bank fees).



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

2.5 Booking Confirmation: Upon receipt of your deposit or full payment (as required) and the acceptance of your booking by the Company, we will issue a **Booking Confirmation** via email (or other writing) detailing your itinerary, inclusions, amounts paid, and any balance due. Please review this confirmation carefully and contact us immediately if any information is incorrect or incomplete. This confirmation serves as proof of your tour booking and, along with these Terms and any itinerary details, constitutes the formal agreement.

2.6 Changes in Participant or Booking Details: If you wish to make changes to your booking (such as adding/removing participants, changing dates, or altering the itinerary) after confirmation, you must request this in writing. We will attempt to accommodate changes subject to availability and feasibility. Name changes or adding a participant might be treated as a cancellation of one person and a new booking for another, depending on third-party supplier policies (e.g. flight or hotel bookings). Date changes or tour changes requested well in advance may be handled without fee, but if last-minute changes are requested, change fees or price differences may apply. A change of tour dates or itinerary is essentially a cancellation of the original booking and a new booking, so cancellation fees (Section 3.2) may apply if within the penalty period, unless we explicitly waive or reduce them. **Transfer of booking:** You may transfer your booking to another person who meets all requirements for the tour, only with our prior consent and typically at least 7 days before departure. Both you and the transferee will be jointly liable for any remaining payments and any transfer fees incurred. No transfer will be accepted within 7 days of departure.

2.7 Group Size and Minimum Numbers: Some tours are subject to a minimum number of participants for operational viability (the minimum number, if applicable, will be stated in the tour description or informed at booking). If the minimum group size is not reached by a certain date, we reserve the right to cancel or reschedule the tour (per Section 3.3). We may, at our discretion, run a tour with fewer participants than the minimum, but this may involve a minor group-size supplement or modified arrangements with your agreement. The maximum group size for each tour is limited for comfort and logistical reasons; once the maximum is reached, additional bookings will be on waitlist or alternative dates.



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

2.8 Late Bookings: We welcome late bookings if space is available, but please note that if you book on short notice (e.g. within a week of departure for multi-day tours), certain services might be subject to availability and alternatives might be used. Full payment will be required immediately for late bookings, and you should be aware that last-minute bookings might not have the same choice of accommodations or options as earlier bookings (we will inform you of any differences).

2.9 Special Promotions & Discounts: Any special offers, coupons, or discounts must be applied at the time of booking. Only one promotion can be used per booking unless stated otherwise. Promotions have no cash value and are subject to their specific terms. If you cancel and rebook, you may not be able to reapply a promotion that has expired. Price matching of competitors or retrospective discounts are not offered unless explicitly advertised.

3. Cancellation & Refund Policy

3.1 Cancellation by the Client: If you wish to cancel your tour booking, you must notify the Company in writing (email is acceptable for notice; the date of the email or letter receipt by us will be the effective cancellation date). Cancellation fees will apply as detailed below, depending on how far in advance of the tour start date the notice of cancellation is received. This policy is necessary to cover non-recoverable costs we incur in preparation for your tour.

- **Day Tours (single-day excursions):** For day tours, cancellations made **24 hours or more** before the tour start time are eligible for a full refund of the tour price (minus any non-recoverable fees such as permit or ticket costs, if explicitly noted). Cancellations made **less than 24 hours** before the start, or failure to show up (no-show), are **not refundable**. (Different cancellation terms may apply for certain day tours with high upfront costs or third-party tickets; these will be communicated at booking if applicable.)
- **Multi-Day Tours and Packages:** For multi-day tours (overnight tours, packages, multi-country trips, etc.), the following charges apply for cancellations:



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

- Cancellation **60 days or more** before the scheduled start date: **Loss of deposit.**
We will refund any amount you paid above the deposit, or, at your option, we can hold your full payment as a credit for future travel with us (see Section 3.1.1 below on Travel Credit).
- Cancellation **59 to 30 days** before start: **50%** of the total tour price is forfeited (we will refund the remaining 50% of the tour price).
- Cancellation **29 to 15 days** before start: **75%** of the tour price is forfeited (25% of the tour price will be refunded).
- Cancellation **14 days or less** before start (including any time after tour commencement): **100%** of the tour price is forfeited (no refund).

Note: If the percentage forfeiture is less than the deposit amount, the deposit will be taken as the minimum cancellation fee. The effective refund (if any) will be processed back to the original payment method within 14-30 days of the cancellation notice (the timeframe may depend on bank processing). If you have not yet paid the full balance at the time of cancellation, you will be liable to pay any remaining amount of the cancellation fee up to the percentages above.

3.1.1 Flexible Rebooking & Travel Credit: As a gesture of goodwill and in line with best practices for flexibility, for cancellations made well in advance (generally 60+ days for multi-day tours) or for reasons beyond your control, the Company may offer alternatives to a straight cancellation refund. These options may include: rescheduling your tour to a later available date, transferring your booking (or remaining balance) to a different tour of equal or similar value, or receiving a **credit voucher** for a future tour with us (typically valid for 12-24 months). Such alternatives, when offered, are at the Company's discretion and must be mutually agreed. If a credit voucher is issued, it will be subject to its own terms (non-transferable, validity period, etc.) which will be communicated to you. Choosing a credit or rebooking in place of a refund constitutes full and final settlement of the original booking – standard terms will apply to the new booking, and any future cancellation will be treated as a new cancellation case. Please note



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

that special promotional deposits (e.g. “non-refundable deposit” campaigns) or certain bookings might not be eligible for refund/credit, as will be indicated at time of booking.

3.1.2 Partial Cancellations & Unused Services: If you are booking multiple people and one or more person cancels, the per-person price for the remaining participants may change if it was based on group size or shared accommodations. We will re-calculate and advise if any surcharge applies for the continuing participants (for example, a “solo traveler supplement” if one roommate cancels). No refunds will be given for any unused portion of a tour once it has commenced, whether by your choice, accident, illness, or other circumstances. If you voluntarily leave a tour early or choose to skip planned activities or accommodations, you are not entitled to any refund for the unused services. Similarly, if you fail to join a tour, join it after departure, or leave it prior to its conclusion, no refund will be made for unused services.

3.2 Cancellation by the Company: We reserve the right to cancel a tour in any of the following circumstances:

- **Failure to Reach Minimum Participation:** If a tour is advertised with a minimum number of participants and that minimum is not met, we may cancel the tour. We will endeavor to make this decision no later than [14-21 days] before the departure for multi-day tours (and at least 24-48 hours for day tours). In such case, you will receive a full refund of all amounts paid. We may also offer you the choice to **transfer to another tour** of equivalent value (or higher value with cost difference paid by you) as an alternative to cancellation, or to operate the tour at a smaller group size with a revised price (with your agreement).
- **Force Majeure or Unforeseen Events:** If external events beyond our reasonable control make it impossible or unsafe to operate the tour as planned, we may cancel the tour. Events that could cause a cancellation or significant alteration include but are not limited to: natural disasters (e.g. earthquakes, floods), severe weather events, epidemic/pandemic outbreaks, war or serious threat of war, civil unrest, acts of terrorism, government orders or travel restrictions, strikes or labor disputes, sudden



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

closure of borders, or any similar force majeure situations. In such cases, we will notify you as soon as possible and provide a refund of all recoverable sums. We will have no further liability for cancellation due to force majeure beyond offering you a refund or credit for amounts we are able to recover from suppliers. (We strongly recommend you obtain travel insurance that covers such unexpected events — see Section 6.)

- **Operational or Safety Reasons:** We may cancel a tour if there are operational issues that prevent it from running (for example, the unexpected unavailability of a key service, route closures with no alternative, or a safety concern that arises). We may also cancel if our local operator/guides determine that conditions are unsafe to proceed (e.g. extreme weather warnings for a hiking tour). Additionally, if any governmental advisories or local regulations prohibit running the tour (such as pandemic-related regulations), we will have to cancel. In these situations, we will strive to offer an alternative arrangement (such as a modified itinerary, postponement, or different tour) as an option. If no suitable alternative is available, a full or prorated refund will be given for the portion of the tour not provided.
- **Non-compliance or Misconduct:** In rare cases, the Company reserves the right to discontinue service for a participant if they are found to be in serious violation of the behavior/conduct rules or posing a danger (see Section 8). If a participant is removed from a tour due to their misconduct or violation of Terms, it is treated as a last-minute cancellation/no-show on their part, and no refund will be issued for any unused portion.

When the Company cancels a tour (other than due to client's fault/misconduct), you will be entitled to choose between the following remedies: (a) accept a travel credit or alternative tour offered (if any), or (b) receive a prompt refund of all money paid for the tour. We will inform you of your options at the time of cancellation. If the cancellation occurs while a tour is in progress (e.g. due to an evacuation or emergency), we will refund any recoverable expenses or unused services after accounting for non-recoverable costs or commitments. The Company is not responsible for any incidental expenses you may have incurred as a result of your booking, such as visas, vaccinations, travel insurance premiums, or non-refundable transportation (e.g.



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

flights, trains) booked by you. In cases of force majeure, we also will not be liable for any additional compensation beyond amounts already paid for the tour.

3.3 Refund Process: If you are owed a refund under this Section 3, the refund will be processed back to the original form of payment whenever possible (if not possible, we will arrange an alternative method). We aim to process refunds within 14 days of the effective cancellation date or of the tour's cancellation, however bank processing times may vary and it could take up to 30 days for the credit to reflect in your account. Any approved refunds for payments made by credit card will be less any non-recoverable merchant fees charged to us (if applicable), except where prohibited by law. If you paid via bank transfer, you must provide us with your bank details to receive the refund and any bank fees for sending will be deducted.

3.4 Cancellation Insurance: The Company **does not provide cancellation insurance** and is not liable for refunds outside of the policies above. To protect your investment, we **strongly recommend** that you purchase travel insurance that includes coverage for trip cancellation or interruption (see Section 6). Such insurance can reimburse you for non-refundable expenses in cases where you need to cancel or cut short your trip due to covered reasons (e.g. illness, injury, family emergency, etc.).

4. Tour Modifications & Changes

4.1 Changes to Itinerary or Services by Company: We plan tours many months in advance and while we strive to operate all tours as advertised, it may occasionally become necessary to make alterations. The Company reserves the right to **modify the itinerary, route, timetable, accommodations, or other tour details** at any time, before or during the trip, in the interest of your safety, comfort, or general well-being of the group, or due to circumstances beyond our control. Reasons for changes can include (but are not limited to) bad weather, road closures, transportation delays, political or security issues, natural disasters, supplier closures, or operational decisions that we believe are in the best interest of the tour.



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

- **Minor Changes:** Minor adjustments to the tour (e.g. altering the order of activities, substituting one sight for a similar alternative, switching to an equivalent hotel, minor schedule changes) may be made without prior notice, and do not entitle the client to any refund or compensation as long as the overall tour experience and value are materially maintained. We will, however, endeavor to inform you of any such changes as they arise.
- **Significant Changes Before Departure:** If we must make a significant change to a confirmed tour **before departure** (for example, a change of more than 20% of the itinerary's content, a change in the start or end city, or date change, etc.), we will inform you as soon as reasonably possible. You will have the choice to either: accept the change, or cancel the booking for a full refund of all monies paid, or if available, accept an alternative tour option (with a price adjustment if the alternative is of different cost). You must inform us of your decision within the deadline we provide (typically 5 days from notification of change), otherwise it will be deemed acceptance of the new arrangements. No additional compensation will be paid for changes resulting from force majeure or other circumstances beyond our control (per Section 3.2).
- **Changes During the Tour:** Once the tour has commenced, the itinerary may need to be adjusted on the spot due to unexpected situations (e.g. weather, local strikes, sudden site closures, safety hazards). The tour leader/guide has the authority to make changes in the field for the reasons stated. In such cases, we will make reasonable efforts to provide **alternative activities or arrangements** that are equivalent in nature and value, to continue the tour. For instance, an alternative route or attraction may be offered if a planned destination is inaccessible. Such changes will not result in any refund if the services provided are of comparable value. If a significant portion of the tour cannot be provided as planned and no equivalent alternative is feasible, we may provide an appropriate partial refund reflecting the unused portion of the trip (if caused by non-client-related reasons). However, if modifications are required due to a client's misbehavior, illness, lack of proper travel documents, or other client-related issues, no



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

refund will be due for missed services, and any extra costs incurred (e.g. arranging evacuation, alternate transportation, etc.) will be the client's responsibility.

- **Alternate Arrangements and Expenses:** We will bear the cost of any alternate arrangements that we make to deliver the tour as close as possible to the original itinerary when changes are due to our own operational issues. **However, in cases of force majeure or events beyond our control, additional costs for rerouting or accommodation adjustments may be passed on to participants** if those expenses are unavoidable (for example, if a natural disaster forces a longer route or extra night's stay, travelers might be asked to share the cost of such exigencies). We will consult with the group and aim for a fair solution in such situations. If a change leads to a cost savings (e.g. a cheaper activity substituted), we will refund the difference of any direct savings on request. The Company does not assume responsibility for any ancillary arrangements you have made on your own that may be affected by our itinerary changes (such as flight or hotel bookings before/after the tour); we recommend booking flexible airfare and having travel insurance to cover such possibilities.

4.2 Changes or Transfers Requested by Client: If you wish to modify your booking (such as shifting your reservation to a different departure date or a different tour), we will do our best to accommodate, subject to availability and feasibility. Requests must be made in writing. Changing to a later departure of the same tour is essentially a cancellation of the original booking and a new booking; we may waive or reduce cancellation fees at our discretion if the request is far in advance and if we can fill your spot, but this is not guaranteed. Name changes/substitutions are addressed in Section 2.6.

For minor changes like correcting a name spelling, updating contact info, or adding pre/post-tour services, no fees will apply. For substantial changes (date or tour switch) made close to the departure, an administrative fee may be charged in addition to any applicable price difference or supplier penalty. Once travel has begun, no changes by the client are permitted except cancellation or leaving the tour (which would be under Section 3.1.2 unused services – no refund for unused portion).



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

4.3 Unused or Missed Services: The Company shall not be liable for any activities, accommodation, meals, transportation or other services which are included in the tour price but missed or not used by you due to your own action or negligence (e.g. arriving late, choosing to leave early, or deciding not to participate in a scheduled activity). No refunds, credits or substitutions will be provided for unused services that were missed by your own choice or fault. However, if you know in advance that you will not use an included service (for example, you plan to leave the tour one day early), please inform us at booking – we may be able to arrange a partial credit or customization in some cases, but once the tour is confirmed, such flexibility is limited.

4.4 Replacement of Guide or Tour Leader: We reserve the right to substitute the tour guide or tour leader prior to or during the trip if necessary (e.g. due to illness or other unforeseen issues). All our guides are qualified to lead the tours, and a change of personnel will not be considered a significant change as long as the replacement guide/leader is of equal qualification.

4.5 Post-Tour Changes: If after the completion of the tour, you feel that any promised service was not provided, you must follow the complaint procedure in Section 9. We will not consider itinerary changes after the fact unless it involves a clear failure on our part to deliver the contracted services, in which case appropriate compensation or refund may be arranged as per our liability limits in Section 5.

5. Liability & Responsibility

5.1 Limitation of Liability: Meet Bosnia Tours assumes no liability for any injury, loss, damage, delay, inconvenience, or expense of any kind that may occur during the tour, regardless of cause. By participating in our tours, clients accept full personal responsibility for their own safety, belongings, and experiences.

The Company does not accept responsibility for any accidents, illnesses, injuries, property damage, or losses, nor for cancellations, delays, or changes resulting from any circumstances,



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

including but not limited to weather, transportation issues, health-related events, force majeure, or actions of third parties.

Any support or assistance provided by our team is done voluntarily and purely as a courtesy, and does not constitute acceptance of responsibility. Clients acknowledge that their participation is entirely voluntary and at their own risk, and they waive any right to seek compensation or hold the Company liable for any outcomes or dissatisfaction.

5.2 Force Majeure – No Liability: The Company will not be liable to pay any compensation if our contractual obligations to you are affected by “force majeure” events beyond our control. These can include, but are not limited to, acts of God (natural disasters, extreme weather, earthquakes), war, threat of war, civil strife, industrial dispute, terrorist activity, epidemic or pandemic, unforeseen government actions (such as border closures or travel bans), or other events that render performance of the tour impracticable or impossible. If such an event occurs, our duty is to try to adjust the tour (per Section 4) or cancel if necessary (Section 3.2), and provide refunds/credits as outlined. Beyond that, we shall not be liable for any losses (direct or indirect) you incur due to the force majeure event. We also disclaim liability for delays or cancellations of travel services (flights, trains, ferries, etc.) due to such events or other circumstances beyond our control; in such cases, any additional costs for lodging, meals, or transport will be your responsibility or hopefully covered by your travel insurance.

5.3 Travel at Your Own Risk & Assumption of Risk: Many of our tours involve activities such as walking, hiking, driving on mountain roads, wildlife observation, and other inherently risky activities. You **voluntarily assume all risks** of damage or injury (including death) that may occur during the trip by signing up and participating. While we prioritize safety and will not knowingly place our clients in hazardous situations, certain risks are beyond our control. You agree that you understand the nature of the trip and assume responsibility for your own actions. You may be asked to sign a separate liability waiver or acknowledgment of risk before



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

undertaking certain activities (for example, high-adventure sports or extreme activities) acknowledging specific risks and releasing the Company and its suppliers from liability. Refusal to sign such a waiver may result in you being unable to participate in that activity, with no refund for that portion. The Company's liability for willful negligence or breach of contract that results in injury or death is not excluded by this agreement where such exclusion would be unlawful, but it is expressly limited to the minimum extent permitted by law.

5.4 Third-Party Supplier Liability: Where any portion of the tour involves a third-party service provider, clients acknowledge that these providers operate independently of Meet Bosnia Tours. The Company is not liable for any act, omission, delay, negligence, or service failure by any third-party provider. Clients must address any claims, complaints, or legal issues directly with the third party. Meet Bosnia Tours will not intervene, offer assistance, or accept any form of liability in such matters.¹

5.5 Indemnification: You agree to **indemnify and hold harmless** Meet Bosnia Tours, its employees, agents, and representatives from and against any claims, liabilities, damages, or expenses (including legal fees) arising from: (a) any breach of these Terms by you; (b) any wrongful or negligent acts or omissions by you while on tour; or (c) any claim by a third party resulting from your conduct (for example, damage you cause to property or injury to another person on tour). This means you will reimburse the Company for any losses or costs we incur due to your action or inaction, including claims brought by other participants or third parties that result from your misconduct or negligence.

5.6 Limitation for Loss of Property: You are responsible for your personal property at all times during the tour. The Company is not liable for loss, theft, or damage to luggage or personal possessions (including money, electronics, documents, or other valuables) during the tour. We strongly advise you to keep valuables secure and, if possible, on your person or in sight. For any included transfers or transport, ensure your belongings are properly insured and



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

supervised. Baggage and personal effects are transported and handled at your own risk even when we have arranged the transport. The Company and its staff are not responsible for checking in or picking up your personal luggage in transit; you must ensure you have all your belongings when moving. In the event of lost items, we will assist in contacting relevant authorities or locations if possible, but cannot guarantee recovery or be liable for replacement.

5.7 No Liability for Indirect Costs: The Company is not responsible for any incidental expenses that you may incur in relation to the tour, such as visas, vaccinations, travel insurance premiums, or other costs. If a tour is canceled or altered, we will not reimburse you for any expenses not paid to us (for instance, separate hotel bookings or flights you arranged on your own) even if those bookings were made in connection with the tour. This is why we strongly recommend obtaining comprehensive travel insurance and purchasing flexible or refundable tickets where possible.

5.8 Release: To the fullest extent permitted by law, you release the Company and its officers, directors, employees and agents from any and all liability for any losses or damages (whether mental, emotional, physical, or economic) you may suffer in relation to the tour or travel arrangements. This release does not apply to liabilities that cannot be excluded by law, but you agree that any claim or proceeding will be limited by the terms and conditions in this contract, including the liability limitations and exclusions noted.

5.9 Severability of Liability Provisions: Every provision in this "Liability & Responsibility" section is intended to be enforceable to the fullest extent allowed by law. If any part of these liability limitations or exclusions is found to be invalid or unenforceable in a particular jurisdiction, the remainder of the provisions shall remain in effect, and the invalid part shall be interpreted in a manner to give effect as closely as possible to its original intent under the law.

6. Travel Insurance & Health Requirements

6.1 Mandatory/Recommended Insurance: Travel Insurance is strongly recommended for all clients of Meet Bosnia Tours, and in certain cases **required**. For multi-day tours, especially



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

those involving multiple countries or adventurous activities, proof of valid travel insurance may be required before departure. We recommend that your insurance covers **at minimum:** trip cancellation or curtailment, emergency medical expenses and evacuation, personal accident, repatriation of remains, and loss/theft of luggage and personal effects. Having travel insurance ensures you are protected financially and medically in case of unexpected situations (medical emergencies, trip interruptions, etc.). You acknowledge that the tour price does **not** include travel insurance and it is your responsibility to obtain coverage separately. We may request the insurance company name, policy number, and emergency contact number before the tour, and we reserve the right to refuse a traveler who lacks appropriate insurance without liability or refund (if it was a mandatory condition of booking).

6.2 Medical Fitness and Dietary Needs: It is your responsibility to ensure you are medically and physically fit for the tour. You must inform us at the time of booking of any **pre-existing medical conditions, disabilities, or allergies** that might reasonably affect your participation, and of any special requirements (e.g. the need for frequent medication, dietary restrictions, mobility aids). We will keep this information confidential and use it only to accommodate your needs or prepare our team. We will attempt to accommodate dietary requirements (vegetarian, gluten-free, etc.) if informed in advance, but we cannot guarantee the availability of specialized foods in all locations. If your health condition changes after booking, inform us as soon as possible. We may ask for a physician's letter clearing you for participation if you have a serious medical issue or are of advanced age participating in strenuous activities. By joining the tour, you affirm that you are free from any ailments or conditions that could endanger yourself or others on the tour.

6.3 Health During the Tour: We carry basic first aid kits on our tours, but you should bring personal medications and a small first aid supply for minor issues. If you feel unwell or have any injury during the tour, you must immediately inform the tour leader or guide. They can assist in obtaining medical care for you, but any medical costs are your responsibility. In case of a serious medical problem, we will help arrange evacuation or hospital transfer as needed,



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

but you (or your insurance) must cover the associated costs. The Company is not responsible for the quality or availability of medical care in the regions visited.

6.4 Vaccinations and Health Requirements: It is your responsibility to consult with your doctor and/or check public health advisories for recommended or required immunizations for all countries on your itinerary. For example, certain countries may require proof of vaccination (such as Yellow Fever) or have recommended vaccines (such as Hepatitis A, Typhoid, etc.). As of the current date, some countries may also have COVID-19 related entry requirements (vaccination proof, negative test, or quarantine rules). You must ensure you comply with all such requirements and have appropriate documentation. The Company does not provide medical advice, and any information we provide about travel health is for general guidance only and may not be up to date. You agree that we have no liability for any illnesses you may contract during travel, and you fully understand the health risks that may be present.

6.5 Physically Demanding Activities: Some tours involve activities like hiking, biking, swimming, etc. of varying difficulty levels. The onus is on you to ensure you are **physically capable** of participating in the itinerary you have chosen. If you have any doubt, please discuss with us prior to booking – we can often recommend a tailored plan or adjustments. If a client is unable to participate in certain activities due to lack of fitness or health issues, the Company and guides will try to offer an alternative when possible, but this is not guaranteed and no refund is due for missed activities. In extreme cases, if a client's inability to continue with a scheduled activity or transfer (e.g. an overland journey) compromises the rest of the group's experience or safety, we may arrange for the client to skip that portion (perhaps by alternate transport at client's cost) or, as a last resort, terminate their tour participation (with assistance to return home, at client's cost).

6.6 Age and Health Restrictions: We welcome travelers of various ages but note that some tours might not be suitable for the elderly or for very young children due to remote locations or challenging conditions. If you are over a certain age (e.g. 70 years), we may request a doctor's note verifying your ability to join the tour, and we might require you to travel with a



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

companion or arrange special insurance. Similarly, pregnant travelers should consult their doctors; after a certain stage of pregnancy (usually after 24 weeks), some activities or travel may be unsafe. We reserve the right to disallow participation if we reasonably believe it would be unsafe for you or for others, or if we have not been properly informed of a relevant condition.

6.7 COVID-19 and Communicable Diseases: You agree to comply with any health protocols that may be in effect at the time of your tour, which could include wearing masks, social distancing, hand sanitization, or showing proof of vaccination/test results if required by law or our policy. If you develop symptoms of an infectious illness during the tour (e.g. high fever, coughing, etc.), you must inform the tour leader and may be asked to isolate from the group until you can be safely tested or treated. This is for the safety of all participants. We will help facilitate medical attention or testing, but cannot cover the costs if not included in the tour. If you are unable to continue the tour due to illness (yours or a travel companion's), it will be treated as an interruption – we will assist in making new arrangements, but any additional costs or losses incurred are to be claimed on your travel insurance.

7. Visa & Entry Requirements

7.1 Passport Validity: You are fully responsible for ensuring that your passport is valid for at least **six (6) months** beyond the end date of your tour, and that it has adequate blank pages for visas and entry/exit stamps. Many countries require this 6-month validity as a condition of entry, and failing to meet this requirement can result in denial of boarding or entry. The Company is not liable for any disruption or costs if you are prevented from traveling due to an invalid or insufficient passport.

7.2 Visas and Permits: It is your responsibility to **check and obtain** all necessary visas, transit visas, entry permits, or other documentation for all countries you will visit or transit during the tour. Requirements vary depending on your nationality and the countries involved. We may provide general guidance on visa requirements upon request, but you should verify specifics with the relevant consulates or embassies well ahead of time. Allow adequate processing time



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

for visa applications, especially for multiple-entry visas if your itinerary requires. Any advice provided by the Company about visas or entry requirements is given in good faith as general information, but **we do not guarantee its completeness or accuracy** for your specific situation. You are responsible for any consequences (e.g. costs, fines, denied entry, trip interruption) resulting from missing or incorrect travel documents.

7.3 Border Crossings: Our multi-country tours will involve border crossings between Balkan countries. While we facilitate the group's border procedures (transporting you to the border, waiting during inspections, etc.), the process of passport control and customs is solely under the authority of the respective countries. You must comply with all instructions of immigration and customs officials. Any improper behavior or lack of required documents can result in delays or denial of entry. If you are denied entry to a country on the itinerary for any reason (including lack of visa, past legal issues, or discretionary denial by officials), you understand that the Company **cannot intervene on your behalf** beyond basic assistance. In such cases, you may not be able to continue the tour. We will assist in organizing your return travel or alternative plans, but **any costs incurred as a result of denied entry (e.g. last-minute flights, fines, accommodations)** will be your responsibility. No refund will be available for the portion of the tour missed due to a denial of entry, as this is due to factors within your personal responsibility.

7.4 Customs Regulations: Be aware of customs regulations regarding import/export in the countries visited. Do not carry illegal items or substances across borders. The Company assumes no liability for any delays, fines, or confiscation that result from your failure to adhere to customs rules. If any item you carry results in the entire group being delayed or penalized, you may be held accountable for the inconvenience or costs caused to others.

7.5 Travel Advice and Warnings: It is recommended that you consult your government's travel advisory for the destination countries before and during travel. If your government issues a travel warning or advisory for a country on your itinerary that causes you concern, please communicate with us. We will follow local safety developments closely. However, our



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*

standard cancellation terms (Section 3.1) apply if you choose to cancel due to an advisory unless the tour is officially canceled by us or the destination itself closes to visitors.

7.6 Documentation During Travel: You should carry your passport (and visa documents) on your person during travel days, especially border crossings, and keep copies of important documents (passport, visa, insurance, credit cards) in a separate safe place (or digitally accessible). For tours wholly within one country (e.g. within Bosnia), you should still carry a valid ID (passport or national ID) as hotels and authorities may require identification. For students or others eligible for discounted entries (e.g. with an ISIC card or local ID), bring those IDs to avail of any applicable discounts (though tour prices typically already account for such pricing where applicable).

7.7 Compliance with Entry/Exit Laws: You must follow all rules of each country visited regarding length of stay, purpose of visit, etc. Our tours operate on the assumption that you are a tourist; engaging in other activities (like journalism, missionary work, etc.) could require special visas and is beyond our scope. Ensure you do not overstay any visa or permitted duration. If the tour itinerary requires multi-entry (for example, going out and back into a country), ensure your visa allows that (multiple entry vs single entry). The Company is not liable for any legal consequences of your failure to comply with immigration laws.

8. Behavior & Conduct

By participating in a Meet Bosnia Tours trip, you agree to adhere to standards of conduct that ensure the safety, comfort, and enjoyment of the group and local communities. We reserve the right to remove any participant from the tour (at their own cost and without refund) if their behavior is deeply disruptive, dangerous, illegal, or otherwise negatively impacts the tour or other participants.

8.1 Respect for Laws and Customs: You must obey all local laws of the countries visited. This includes laws pertaining to drugs and alcohol, interactions with locals, photography restrictions (e.g. not photographing security facilities), environmental protection (such as rules



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

in national parks), etc. If you commit any illegal act, you are solely responsible for the consequences with local law enforcement. The Company and guide will not assist or protect you from law enforcement actions; if you are detained or arrested, we will treat that as you voluntarily leaving the tour, with no refunds for remaining services.

8.2 Prohibited Substances & Items: The use of **illegal drugs or narcotics** is strictly forbidden on our tours. Additionally, misuse of legal substances (excessive drunkenness) that impairs your functioning or endangers others is not acceptable. You must also refrain from carrying firearms or dangerous weapons on tour. Violation of these rules is grounds for immediate expulsion from the tour at the discretion of the tour leader.

8.3 Responsible Alcohol Use: If alcoholic beverages are allowed or available during the tour, we expect moderation. Drunken behavior that disturbs the group, causes safety issues, or violates local norms is unacceptable. The guide/tour leader has authority to cut off alcohol for any participant who becomes disruptive or to take further action as needed.

8.4 Following Guide Instructions: For your safety and the cohesion of the group, you are required to follow all reasonable instructions from the tour leader, guide, driver, or other Company representatives during the tour

. This includes meeting times, time limits at stops, safety briefings, instructions on where to or not to go, and adherence to schedules. If the guide provides a specific safety gear or equipment (e.g. helmet, life jacket), you must use it as instructed. Willful disobedience of guide instructions (e.g. wandering off alone where not permitted, ignoring safety directions) can be grounds for being asked to leave the tour.

8.5 Punctuality: You are responsible for being on time at the designated meeting points throughout the tour (hotel lobbies, bus departures, meal meet-ups, etc.). We will generally allow a brief grace period, but **if you are habitually late or significantly delay the group, the tour may proceed without you**. In particular, on departure days, the vehicle will not wait beyond a reasonable few minutes for latecomers (e.g. ~5 minutes for half-day tour, ~10 minutes



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

for full-day tour). If you miss a departure due to lateness, it will be treated as a no-show for that segment – the group will leave and it will be your responsibility to catch up with the group at your own expense, or forfeit that portion of the tour. No refund will be provided for services missed due to lateness.

8.6 Respectful Conduct: We expect all tour participants to treat others (fellow travelers, guides, locals) with respect and courtesy. Harassment, verbal abuse, discrimination, or any form of physical violence will not be tolerated. Culturally sensitive behavior is also expected – e.g., dress modestly when required, ask permission before photographing people, and respect local customs and traditions. If you have any interpersonal issue during the tour (e.g. conflict with another traveler), bring it to the tour leader’s attention for mediation rather than escalating on your own.

8.7 Environmental Responsibility: We are committed to sustainable and responsible tourism. You should not litter, disturb wildlife, or damage the natural or cultural sites we visit. Follow the “Leave No Trace” principles where applicable. In some natural areas, our guides may instruct the group to adhere to specific paths or guidelines – please do so. Any fines levied for littering or environmental rule-breaking by a participant will be the participant’s responsibility.

8.8 Accommodation Etiquette: While at hotels or homestays during the tour, you must respect the property and rules of those establishments. This includes noise curfews, non-smoking areas, etc. You will be liable for any damage you cause to hotel property or any costs (including cleaning fees) charged due to your actions (e.g. smoking in a non-smoking room). The Company will pass on to you any such charges we receive from our suppliers due to your conduct.

8.9 No Smoking Policy: Smoking (including e-cigarettes) is prohibited in tour vehicles and indoors or other places where it is not allowed by law. During the tour, please abide by the smoking regulations of the area. Our guides will designate certain stops or areas for smoking



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

if needed (especially on longer drives). Never smoke in natural areas where it could risk fire. Always dispose of cigarette butts responsibly.

8.10 Expulsion from Tour: The tour leader has the authority to remove any person from the tour if, in their reasonable opinion, the person's health, behavior or conduct is severely affecting the safety, welfare or enjoyment of themselves or others. If a participant is expelled from the tour for reasons of serious misconduct or breach of these Terms, they will be responsible for arranging and paying for their own transportation and accommodations thereafter. We will assist in arranging transport to the tour start city or nearest safe location if requested, but at your cost. No refunds will be given for the unfinished portion of the tour, and the Company may levy additional charges for any damage or costs incurred due to your behavior (such as compensating affected suppliers or customers). You also waive the right to make any claims against the Company for the remainder of the tour after expulsion.

8.11 Photographs and Media Conduct: We understand you'll want to take photos during the tour. Please do so without infringing on others' privacy or comfort. If a fellow traveler objects to being photographed, respect their wishes. Similarly, adhere to local rules about photography (some places forbid photos of military or religious sites). Drones are not to be used on tour without explicit permission from the Company and ensuring local legality. Refrain from any actions that would bring the Company into disrepute (for example, posting illegal or extremely disrespectful content on social media during the tour that involves our brand).

8.12 Feedback and Complaints on Tour: If something isn't right during the tour, we encourage you to inform the tour leader or our office promptly (see Section 9 on Complaints). We value constructive feedback given in a respectful manner, as it helps us improve our services. Aggressive or defamatory complaints, especially if expressed publicly in a way to harm our reputation without giving us a chance to address the issue, could be considered a breach of contract. We aim to resolve problems fairly when made aware.

9. Complaints & Dispute Resolution



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

9.1 Resolving Issues During the Tour: We strive to ensure your tour goes smoothly, but if you encounter a problem or have a complaint during your trip, please **notify your tour leader or our local representative immediately**. Most issues can be resolved on the spot if we know about them. For example, if your hotel room is unsatisfactory, inform the guide so we can request a change; if an included meal is missed or not as described, let us know so we can correct it. We give high importance to guest satisfaction and will do our best to address legitimate grievances promptly. Raising concerns early is key – we cannot fix something after the fact if we were not made aware of it at the time.

9.2 Complaint Procedure After Tour: If a problem was not resolved to your satisfaction during the tour, or you wish to lodge a formal complaint about some aspect of the tour, you must submit your complaint in writing to the Company within a reasonable timeframe after the tour ends. We request that you send any post-tour complaints via email to [our customer service email] or via letter to our office, **no later than 10 days** after your tour's end date. In your complaint, please provide your booking reference, tour name and dates, and as much detail as possible about the issue (what happened, when, who was involved, etc.). Any supporting evidence (photos, receipts) will be helpful in our investigation.

9.3 Internal Review: Upon receiving a formal complaint, Meet Bosnia Tours will acknowledge receipt (generally within 5 business days) and then conduct a thorough review. This may involve contacting guides, drivers, hotels, or other guests for information. We aim to provide a written response or resolution within 14-30 days of receiving your complaint, depending on the complexity of the issue. If we need more time (for example, to gather statements from third parties), we will inform you of the delay.

9.4 Remedies: If the complaint is found to be valid and due to a failure on our part or that of our suppliers, we will offer an appropriate remedy. This could be a refund (full or partial) of the affected service, a travel credit or discount for a future tour, or another form of compensation as deemed suitable. Our goal is to reach a fair outcome that acknowledges any shortcomings and maintains your trust. Any compensation or refund will be limited by the



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

liability provisions of these Terms (see Section 5), meaning we will not exceed the tour price and will not cover indirect losses. If we offer a reasonable solution or compensation and you accept it, that will be considered full and final settlement of the complaint.

9.5 Unresolved Disputes: In the unlikely event that we cannot resolve a complaint to mutual satisfaction through our internal process, the following steps outline further dispute resolution:

- **Negotiation:** We encourage you to communicate further with our management to attempt in good faith to negotiate a resolution. Sometimes a phone call or meeting can resolve remaining issues.
- **Mediation (Optional):** If an amicable solution still cannot be reached, we may propose mediation by a neutral third party in Bosnia and Herzegovina. Mediation is a voluntary, non-binding process to facilitate a compromise. The cost of mediation, if agreed upon, would typically be shared equally by both parties.
- **Legal Action:** If all other avenues fail, either party may pursue legal action. Any disputes, claims, or controversies arising out of or in connection with these Terms or the tour that cannot be resolved amicably shall be brought in the competent courts as specified in Section 11 (Governing Law & Jurisdiction). Litigation should be considered a last resort due to the time and expense involved.

9.6 Consumer Protection Bodies: If you are a consumer traveling from another country, you might have the ability to seek advice or file a complaint with relevant travel regulatory bodies or consumer protection agencies in your home country or in Bosnia and Herzegovina. We will cooperate with any official dispute resolution channel as required by law. However, note that the contract is governed by Bosnian law (unless otherwise mandated), so Bosnian authorities would typically have jurisdiction.

9.7 Limit on Complaint Rights: Please note that if you do not bring a complaint to our attention promptly (during the tour or soon after), it may affect our ability to investigate and resolve it. Delayed complaints (beyond the 10-day window after the tour) may be deemed



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

forfeited or significantly harder to validate. Also, any legal claim against the Company (if it comes to that) must be filed within a certain time limit. We stipulate that any lawsuit must be filed within **one year** of the end of the tour or the claim arising, whichever comes first, to the extent allowed by law, or else the right to sue is waived. This is to ensure timely handling of issues while evidence and recollections are fresh.

9.8 Continuous Improvement: We truly value your feedback and view complaints as opportunities to improve our services. Even if you do not seek any compensation, letting us know what went wrong helps us fix issues for future travelers. Conversely, we also appreciate hearing what you loved about the tour! We may send a post-tour survey or request for review; your honest input is welcomed.

10. Data Protection & Privacy Policy

10.1 Personal Data Collection: In order to process your booking and deliver your tour, the Company will collect certain personal information from you. This information may include, but is not limited to: full name, date of birth, address, contact details (phone, email), passport number, nationality, gender, emergency contact, and any pertinent health or dietary information you voluntarily provide. By providing this information, you consent to us using it for the purpose of arranging your travel services. We certify that we will collect and process personal data **only as necessary** for contractual and legitimate business purposes, and in accordance with applicable data protection laws, including the EU General Data Protection Regulation (GDPR) where relevant.

10.2 Use of Personal Information: The personal data you provide will be used to: make tour reservations, book transportation and accommodations, obtain permits or entry tickets, and otherwise organize the trip. For multi-country tours, certain information (e.g. your name, passport details, nationality, and date of birth) may be required by hotels or transport providers in advance for check-ins or border crossing preparations. We may also use your contact information to send you pre-trip communications (such as itineraries, packing lists, meeting



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

instructions) and post-trip follow-ups (such as feedback surveys or offers, if you have opted in to marketing).

10.3 Data Sharing with Third Parties: We treat your personal information with confidentiality. We do **not** sell or rent your data to unrelated third parties for marketing. However, we will share necessary portions of your data with third-party suppliers who are involved in your tour – for example, we provide your name (and sometimes nationality/passport number if required) to hotels for booking, or to our partner operators/guides in other countries to ensure a smooth handover. We only share the information that these parties need to perform their function. These suppliers are expected to handle your data securely and use it only for the designated purpose (though note they may not all be bound by GDPR if outside EU). Additionally, if required by law or immigration authorities (for instance, submitting a passenger manifest to border control or tourism authorities), we will disclose relevant information as mandated.

10.4 Data Security: We implement appropriate technical and organizational measures to protect your personal data from unauthorized access, loss, or misuse. This includes secure databases, encryption of sensitive fields (like passport numbers) where feasible, and limiting internal access to those who need to know. All online payment transactions are handled through secure third-party processors – we do not store your full credit card details on our systems. While we strive to safeguard your information, no system can be 100% secure, so we cannot guarantee absolute security; however, in the unlikely event of a data breach involving your personal information, we will comply with any notification requirements as per applicable laws.

10.5 Retention and Deletion: We will retain your personal data only as long as necessary for the purposes of your tour and any post-tour requirements (e.g. handling complaints, accounting, legal compliance). Typically, basic booking records are kept for at least several years as required by financial regulations and for possible reference on repeat bookings. We regularly review the data we hold and erase or anonymize personal data that is no longer needed. If you



CITY TOURS AND EXCURSIONS

Putnička 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

want us to delete your personal information from our active records (and it is legally permissible to do so, i.e., we have no outstanding legal obligations or legitimate interests requiring retention), please send us a request and we will take reasonable steps to comply.

10.6 Your Privacy Rights: Subject to local law, you have rights regarding the personal data we hold about you. These may include the right to request access to your data, rectify any inaccuracies, restrict or object to processing, and in some cases the right to data portability or erasure. If you wish to exercise any of these rights, please contact us. We may require you to verify your identity before proceeding with certain requests. We will respond to legitimate requests within the time frame required by law (generally within one month). There is no fee for such requests in most cases, unless they are manifestly unfounded or excessive.

10.7 Marketing Communications: We may send you marketing communications (such as newsletters or special offers) **only if** you have explicitly consented (subscribed) to receive them, or if you provided your email during booking and did not opt-out of relevant marketing. You can unsubscribe from such communications at any time by clicking the “unsubscribe” link in emails or by contacting us. We will not spam you, and we typically send newsletters at a reasonable frequency. Even if you opt out of marketing, we will still send you important service messages regarding your booking or any transactions (these are not marketing, but necessary communications).

10.8 Use of Photographs: During some tours, our guides or staff may take photographs or videos that include participants, for the purposes of creating memories or promoting our tours (e.g. on our website or social media). If you do not wish to be photographed or have your image used, please inform us (and your guide) at the start of the tour and we will respect that. Otherwise, by participating, you grant the Company a worldwide, royalty-free right to use group photos or videos that may include your image for promotional purposes, with the understanding that we will not use your name or identifying details without further consent. We will also gladly remove any photo from our marketing upon your request if you appear in it and prefer it not be used.



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

10.9 Privacy Policy: For further details on how we collect, use, and protect your personal data, please refer to our full **Privacy Policy** (available on our website or upon request). Our Privacy Policy is incorporated by reference into these Terms. In the event of any inconsistency between the Privacy Policy and this Section 10, these Terms will prevail regarding booking and travel conditions, but the Privacy Policy will prevail regarding detailed data practices. By agreeing to these Terms, you also acknowledge that you have read (or have had the opportunity to read) our Privacy Policy.

10.10 Cookies and Website Use: If you use our website for booking or information, be aware that we use cookies and similar technologies to improve user experience and for analytics. Our website **Cookie Policy** provides information on what cookies we use and how you can manage them. While this is more relevant to web usage than the tour itself, we mention it here for transparency. Any personal data obtained via our website (e.g. through contact forms or cookies) is also handled according to our Privacy Policy.

10.11 Data Protection Contact: If you have any questions or concerns about your privacy or how we handle personal data, you can contact our Data Protection Officer or privacy responsible at [contact information]. If you are not satisfied with our response to a privacy-related issue, you may have the right to lodge a complaint with a data protection authority (for instance, in the EU, your local supervisory authority).

11. Governing Law & Jurisdiction

11.1 Governing Law: This agreement and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with the services provided by Meet Bosnia Tours or these Terms and Conditions shall be governed by and construed in accordance with the **laws of Bosnia and Herzegovina**. Specifically, as Meet Bosnia Tours is based in Sarajevo (Federation of Bosnia and Herzegovina), the local laws and regulations of Bosnia and Herzegovina applicable to tour operators and consumer contracts will apply, without giving



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

effect to any conflict of law principles that might refer the dispute to the laws of another jurisdiction.

11.2 Jurisdiction: Both you and the Company agree that any legal action or proceeding concerning these Terms or arising from the tour shall be brought **exclusively in the courts of Bosnia and Herzegovina**, and specifically, to the extent permissible, in the competent courts located in Sarajevo, Bosnia and Herzegovina. You and the Company consent to the exercise of personal jurisdiction by such courts and waive any jurisdictional, venue, or inconvenient forum objections to such courts. This means that if you wish to file a lawsuit against the Company, it must be in a court in Bosnia and Herzegovina, under Bosnian law.

11.3 Exception for EU/UK Consumers: If you booked your tour through one of our partner agencies in the European Union or United Kingdom (or if otherwise required by consumer protection laws of your country of residence), you may have the right to bring an action in your country of residence. However, by default, our contractual law and jurisdiction clause as stated will apply. We do not participate in any formal alternative dispute resolution (ADR) schemes unless required by law, but we remain open to informal resolution as per Section 9.

11.4 Legal Compliance: The Company adheres to all licensing and regulatory requirements of Bosnia and Herzegovina for travel agencies/tour operators. These Terms aim to be compliant with applicable consumer protection regulations. In the event that any provision of these Terms is in conflict with a mandatory provision of law (for example, a law granting you certain rights that cannot be waived), that legal provision will take precedence to the extent of the conflict, and the remainder of these Terms will remain valid.

11.5 Severability: If any provision of these Terms and Conditions is found by a court of competent jurisdiction to be invalid, illegal, or unenforceable, that provision shall be deemed to be severed from the rest of the Terms, and the remaining provisions shall continue in full force and effect. In such a case, the invalid or unenforceable provision shall be interpreted or



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*

replaced with a valid provision that closely matches the intent of the original provision within the limits of the law.

11.6 Waiver: No failure or delay by the Company in enforcing any right or provision of these Terms shall constitute a waiver of that provision or any other provision. Similarly, any partial exercise of a right or provision does not prevent the further enforcement of that right. To be effective, any waiver of rights by the Company must be explicit and in writing.

11.7 Entire Agreement: These Terms and Conditions, together with the final itinerary, booking confirmation, and any special conditions explicitly agreed in writing, constitute the entire agreement between you and Meet Bosnia Tours with respect to the subject matter. This supersedes all prior or contemporaneous communications, whether oral or written, concerning the booking. You acknowledge that you have not relied on any promise, representation, or warranty that is not explicitly stated in these Terms. Any amendment or modification to this agreement must be made in writing with consent of both parties (except that the Company reserves the right to update these standard Terms for future bookings as described below).

11.8 Updates to Terms: The Company may update or revise these Terms and Conditions for future bookings as needed to reflect changes in law or business operations. The version of Terms that will apply to your booking will be the version in effect on the date you made the booking. We will make the latest Terms available on our website and note the effective date. We encourage you to review the Terms each time you book a tour. The Company will not alter the Terms for an existing booking without your consent, unless required by applicable law or regulatory authority (in which case, any required change will be communicated in writing).

11.9 Language: These Terms and Conditions are drafted in English. If you require a translation, we may provide one in another language for your convenience; however, the English version will prevail in case of any discrepancy or dispute about the interpretation of any provisions.



CITY TOURS AND EXCURSIONS

Putnička 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

By booking a tour with Meet Bosnia Tours, you acknowledge that you have read these Terms and Conditions and agree to abide by them. If there is anything you do not understand or need clarification on, please contact us before booking. We are committed to providing excellent travel experiences and trust that these Terms help ensure clarity and fairness for both parties.

Safe travels and we look forward to meeting you in Bosnia and the Balkans!

A handwritten signature in blue ink, appearing to read 'Agnes Gali', is written over a horizontal line.

