

## TERMS AND CONDITIONS

1. The company »Srnica park pustolovskih doživetij, Nela Vitez s.p.«, Kot 11, 5230 Bovec (**shortened »Srnica Nela Vitez s.p.«**) organizes the guided Tours in the gorge »Srnica«, carry out with professional guides authorised exclusively by »Srnica Nela Vitez s.p.« company.

## SAFETY

1. The Tour **BEGINS** upon guests arrival at the prior agreed meeting point, or at the sport agency »Outdoor Galaxy«, Kot 1, 5230 Bovec. The Tour **ENDS** when all participants safely return back at the prior agreed meeting point, or at the sport agency »Outdoor Galaxy«. »Srnica Nela Vitez s.p.«, cannot be held liable for any injury whatsoever which may occur outside of the duration of the Tour as outlined above.
2. Participants are expected to be physically and physiologically fit and not influenced by any psychotropic substance.
3. The Tour is strongly advised against for pregnant women or the individuals with serious medical concerns. Anyone with medical issues, must inform their tour guide prior to the beginning of the Tour.
4. »Srnica Nela Vitez s.p.«, is not responsible for any injuries resulted of a breach outlined in the signed declaration or because the participant's violations instructions directed by tour guide. Signature of statement is obligatory.
5. On the Tour we strongly advised against wearing jewelry, wrist watches, glasses, video or still cameras. »Srnica Nela Vitez s.p.«, shall not be held responsible for loss, theft or damage of any personal property or belongings.
6. The actual Tour guide must be notified on spot if any serious injury occurs. In such accident during the Tour, the participant and all witness presented, should file appropriate accident report. »Srnica Nela Vitez s.p.« is not to be held responsible for any injuries noted or reported, after the Tour is finished.

## RESERVATIONS

1. Reservations are accepted directly over the counter in the sport agency »Outdoor Galaxy«, by phone or via e-mail.

## CANCELLATION OF THE TOUR

1. »Srnica Nela Vitez s.p.« reserves all rights to cancel, postpone or terminate the Tour based on objective or subjective safety concerns. In the event of a cancellation by »Srnica Nela Vitez s.p.«, the company is due to refund all respectable guests in full.
2. In the event of a individual cancellation of the Tour by the guest, **AFTER** receipt of mandatory equipment, we do not return money. We do not refund if the Tour is shortened due to poor physical or psychological preparedness of the clients and also in the case of sudden, unusual weather conditions which could severely affect the safety of the Tour.

## CANCELLATION OF THE RESERVATION

In case of cancellation of reservation by the client side, the refund rates are:

- -30% of the reservation fee up to 15 days before the start of the Tour.
- -50% of the reservation fee between 14 and 8 days before the start of the Tour.
- -100% 7 days or less before start of the Tour, there is **NO** refund of reservation fee.

## PROTECTION OF THE PERSONAL DATA

1. »Srnica Nela Vitez s.p.« reserves the right to take photos and/or video during the Tour for solely promotional use (ie. brochures and/or internet on-line presentation). »Srnica Nela Vitez s.p.« retains copyright to all such media produced and presented in any form and on any media used..
2. »Srnica Nela Vitez s.p.« is due to protect all acquired personal data of participants in accordance with »Personal Data Protection Act«.

## LIMITATIONS OF THE LIABILITY

»Srnica Nela Vitez s.p.« reserves the right to change any part of the terms of business without prior notice.