

Po Zakonu o pružanju usluga u turizmu, NN 130/17 koji je na snazi od 01.01.2018. tvrtka Art & Nature Travel objavljuje slijedeće :

1. tvrtka i sjedište

Art & Nature Travel, obrt za turizam, Ulica plemića Borelli 5, 23000 Zadar

2. ime i prezime voditelja poslova

Šime Botica

3. svojstvo u kojem nastupa i ovlaštenja koja ima

Vlasnik obrta i voditelj poslovanja

4. adresu e-pošte, broj telefona i telefaksa te radno vrijeme za rad s korisnicima u kojem je moguće uspostaviti izravan kontakt sa zaposlenicima turističke agencije

Email : info@art-and-nature-travel.com

Telefon : 00 385 23 550 302

Radno Vrijeme : 01.4.- 10.11 9h-14h i 16:00h-20:00h , ostali period po potrebi

5. broj sudskog ili drugoga javnog registra u koji je turistička agencija upisana te podatke o registru

Nadležni sud

Sud u Zadru

MBS 97659215

OIB 10870784994

Status

Bez postupka

Tvrtka

Art & Nature Travel, obrt za turizam, putnička agencija

Sjedište/adresa

Ulica plemića Borelli 5

Zadar 23000

Pravni oblik

paušalni obrt

Predmet poslovanja Djelatnost:

79.11, Djelatnosti putničkih agencija ; 79.12 Djelatnosti organizatora putovanja(Turoperatora); 47.78 Trgovina na malo suvenirima

Osobe ovlaštene za zastupanje

Šime Botica, OIB: 10870784994

Ulica plemića Borelli 5, 23000 Zadar

Ostali podaci

ID code turističke agencije : HR-AB-23-13010011032

6. osobni identifikacijski broj ili PDV identifikacijski broj ako je obveznik plaćanja poreza na dodanu vrijednost

OIB 10870784994

7. pojediniosti o nadležnom tijelu čijem službenom nadzoru podliježe djelatnost turističke agencije

Ministarstvo turizma - Samostalni sektor turističke inspekcije Trg maršala Tita 8 / I, 10000 Zagreb, Hrvatska

8. jasne upute o načinu podnošenja prigovora odnosno o načinu na koji rješava potrošačke pritužbe

OBAVIJEST O NAČINU PODNOŠENJA PISANOG PRIGOVORA POTROŠAČA

Sukladno čl. 10. st. 3. Zakona o zaštiti potrošača („Narodne novine“, br. 41/14)

obavještavamo potrošače da prigovor kojim

iznose svoje nezadovoljstvo u odnosu na kupljeni proizvod ili pruženu uslugu mogu

podnijeti u pisanom obliku i to u ovim

poslovnim prostorijama te će im bez odgađanja pisanim putem biti potvrđen primitak tog prigovora. Prigovor se također

može podnijeti putem pošte na adresu:

Art & Nature Travel, obrt za turizam

Ulica plemića Borelli 5, 23000 Zadar, Hrvatska

ili na e-mail adresu: info@art-and-nature-travel.com

Odgovor na pisani prigovor potrošača dat ćemo u pisanom obliku najkasnije 15 dana od dana primitka prigovora, pa stoga

molimo da nam u svom prigovoru navedete Vašu kontakt adresu za dostavu odgovora.

9. opće uvjete poslovanja za usluge koje pruža odnosno opće uvjete poslovanja turističke agencije čije usluge prodaje

i/ili za koje posreduje, na hrvatskom jeziku i jezicima na kojima nudi svoje usluge

Opći uvjeti poslovanja

1. Ponuda

Turistička agencija Art & nature Traevl, sa sjedištem u Zadru, Ulica plemića Borelli 5 (u daljnjem tekstu agencija), bavi se posredovanjem u prodaji izleta za druge agencije kao i prodaju svojih izleta, informiranje gostiju te posrednik u najmu automobila, skutera, bicikli, brodova

2. Rezervacija i plaćanje

Upiti za rezervaciju usluga se primaju elektroničkim putem, pismeno ili osobno u poslovnici agencije. Prilikom izvršene rezervacije gost potvrđuje da je upoznat s ovim Općim uvjetima. Na taj način sve navedeno postaje pravna obaveza za gosta i za agenciju. Plaćanje se obavlja je u gotovini u agenciji ili preko računa.

Dodatno, uz ove Opće Uvjete, Agencija zadržava pravo uključivanja posebnih uvjeta po svakoj posebnoj usluzi.

3. Cijena usluge

Cijena usluge uključuje osnovnu uslugu kako je navedeno u rezervaciji

Cijene usluga su dogovorene direktno između Agencije i gosta.

U slučaju promjene cijena izleta nakon izvršene rezervacije, a prije uplaćene akontacije, agencija se obvezuje odmah obavijestiti gosta o tome te mu poslati novi obračun.

Gostima koji su uplatili akontaciju agencija jamči da će im preostali dio

biti obračunat po osnovi prijašnje kalkulacije po kojoj je gost i rezervirao uslugu.

Opis usluga

Ponuđene usluge opisane su prema dobroj praksi na internetskoj stranici agencije te u samoj agenciji. Svaki gost ima potpuni uvid o usluzi.

5. Pravo agencije na promjene i otkaz

Agencija ima pravo promijeniti ili otkazati rezerviranu uslugu ako prije ili za vrijeme odmora nastupe izvanredne okolnosti koje se ne mogu izbjeći ili otkloniti. Agencija tada gostu nudi zamjensku uslugu, ali sve isključivo uz odobrenje i suglasnost gosta. Ponuđena usluga treba biti iste ili više kategorije po cijeni usluge po kojoj je gost potvrdio rezervaciju.

6. Pravo gosta na promjene i otkaz

Ukoliko gost želi promijeniti ili otkazati rezervaciju učinjenu prema njegovu zahtjevu, treba to učiniti pismenim putem.

U slučaju fiksno potvrđene rezervacije usluge, datum primitka pismenog otkaza predstavlja osnovu za obračun otkaznih troškova:

- Za otkaz rezervacije do 60 dana prije početka korištenja usluge klijentu će se vratiti 50% iznosa uplaćenog predujma umanjen za iznos manipulativnih troškova.
- Za otkaz rezervacije od 59 do 1 dana prije početka korištenja usluge klijentu se neće vratiti uplaćeni predujam.

Ukoliko gost na rezerviranu uslugu ne dođe na vrijeme, a nije unaprijed javio agenciji ili pružatelju usluge, usluga se smatra otkazanom pa se troškovi obračunavaju prema gore navedenom.

7. Obveze agencije i vlasnika

Dužnost agencije je brinuti se o provedbi usluga, a također i o izboru vlasnika te o pravima i interesima gosta sukladno običajima u turizmu. Vlasnik je dužan osigurati da se gostu pruže sve zakupljene usluge te stoga odgovara gostu zbog možebitnog neizvršenja zakupljenih usluga ili dijela usluga. Agencija i vlasnik isključuju svaku odgovornost u slučaju promjena i neizvršenja usluga prouzročenih višom silom.

8. Obveze gosta

Gost je obvezan:

- posjedovati ispravne putne isprave, te dozvole za upravljanje plovilom, vozilom
- poštivati sve propise Republike Hrvatske

9. Rješavanje prigovora

Gost ima pravo tražiti određenu naknadu za neizvršene usluge koje je platio. Pri zahtjevu gost mora priložiti pismeni prigovor.

Postupak u vezi s prigovorom:

- Ukoliko gost na samom odredištu nije zadovoljan stanjem usluge, treba odmah po dolasku izvijestiti agenciju, odnosno reklamacije odmah iznijeti vlasniku. Gost je obvezan surađivati s predstavnikom agencije i vlasnikom u dobroj namjeri da bi se uzroci nezadovoljstva uklonili. Ako je prigovor opravdan te pružena usluga vlasnika nije zadovoljavajuća, agencija će napraviti sve da gost dobije prihvatljivo rješenje koje odgovara usluzi uplaćenju vlasniku. Agencija ili vlasnik ne smiju gostu kao zamjensku uslugu ponuditi uslugu manje vrijednosti.
- Najkasnije u roku od 8 dana poslije povratka s puta gost mora agenciji predati pisani prigovor (uz od vlasnika potpisano izvješće o situaciji i eventualne račune o prouzrokovanim troškovima). Agencija se obvezuje riješiti prigovor u roku od 15 dana od dana primitka prigovora. Gost se odriče posredovanja bilo koje druge osobe, sudske ustanove ili davanja informacije u medije dok agencija ne donese odluku. Ovime se isključuje pravo gosta na naknadu neizravne štete. Nije li gost na mjestu događaja reklamirao neadekvatne usluge odnosno ako je podnio pisani prigovor nakon isteka 8 dana poslije povratka s puta, agencija takav prigovor neće uvažiti.

10. Nadležnost suda

Nije li gost zadovoljan kako je agencija riješila njegov prigovor, ima pravo na pokretanje sudskog postupka. U tom slučaju bit će nadležan Općinski sud u Zadru.

Napomena:

Ne prihvaćamo reklamacije za ponude u zadnji čas kao ni za usluge na sniženju (akciji)!

VERZIJA NA ENGLESKOM JEZIKU – ENGLISH VERSION :

According to the Law on Provision of Tourism Services, which was adopted by the Croatian Parliament at its session of 01.

January 2018. , company Art & Nature Travel announces the following:

1. company and headquarters

Art & Nature Travel, Ulica plemića Borelli 5, 23000 Zadar

2. the name and surname of the manager

Šime Botica

3.the property in which it performs and the powers it possesses owner and manager

4.e-mail address, telephone and fax number, and working hours for users where it is possible to establish direct contact with employees of the travel agency

Email: info@art-and-nature-travel.com

Phone: 00 385 23 550 302

Working Time: : 01.4.- 10.11 9h-14h i 16:00h-20:00h , rest of the year upon request

5.The number of court or other public register in which the tourist agency has entered this register information

Competent court

Commercial Court in Zadar

MBS 97659215

OIB 10870784994

Status

No procedure company

Art & Nature Tarevl , travel agency Headquarters / address

Zadar, Ulica plemića Borelli 5

Subject of business

Travel agency services

Founders / members of society Šime Botica OIB10870784994 Zadar, Ulica plemića Borelli 5
Authorized representative - Šime Botica OIB10870784994 Zadar, Ulica plemića Borelli 5

Director, represents the Company individually and independently Legal relationships

Founding act:

Id code of tourist agency: HR-AB-23-13010011032

6.personal identification number or VAT identification number if the taxpayer is to pay value added tax

OIB 10870784994

7.Details of the competent body whose official supervision is subject to the activity of the travel agency

Ministry of Tourism - Independent Sector of Tourism Inspection Trg maršala Tita 8 / I, 10000 Zagreb, Croatia

8.Clear instructions on the manner of filing the complaint, ie the manner in which the consumer resolves

NOTIFICATION ON THE METHOD OF SUBMITTING THE EXPLOITED CONSUMER PROCEEDINGS In accordance with Art. Article 10 Paragraph 3 of the Consumer Protection Act (Narodne novine, No. 41/14) informs consumers that complaints with which they express their dissatisfaction with the purchased product or the services provided

may be submitted in writing in these business premises and they will without delay, in writing, confirm receipt of that objection.

An objection can also be filed by post to the following address: Art & Nature Travel , Zadar, Ulica plemića Borelli 5 , Croatia or on e-mail address: info@art-and-nature-travel.com

The response to the written complaint of the consumer will be given in writing no later than 15 days from the date of receipt

of the complaint, so please give us your complaint in response to your contact address for delivery of the response.

9. the general terms of business for the services provided or general terms of business of the travel agency whose services it

sells and / or mediates, in the Croatian language and languages in which it offers its services

General business terms

1. Offer

The Tourist Agency Art & Nature Travel, headquartered in Zadar,Ulica plemića Borelli 5(here in after referred to as the Agency),

deals with the mediation of tourist excursions for the guests - on behalf of and on behalf of the other agency, selling own excursions, giving tourist informations and dealing as a mediator for renting a boat, car, scooter, bicycle

2. Reservation and payment

Inquiries for booking services are received electronically, in writing or in person at the Agency's branch office. When making a reservation, the customer confirms that he is familiar with these General Terms and Conditions. In this way all the above becomes a legal obligation for the guest and for the agency.

In addition, subject to these General Terms and Conditions, the Agency reserves the right to include special conditions for each booking. Payment is in cash in the agency or bank transfer.

3. Price of the service

The price of the service includes a basic service as stated in the Service prices are agreed directly between Agency and Guest.

In the event of a change in the price of a vessel after the application has been made, and before the advance payment has been paid, the agency undertakes to notify the guest immediately about it and send it a new bill. Guests who have paid the agency's advance guarantee that the remainder will be charged on the basis of the previous calculation according to which the guest has booked service on the vessel.

Description of service

The offered services are described on our web site and in our agency. Customers are informed about the service with all the details

5. Agency's right to change and cancellation

The Agency has the right to change or cancel the booked service if there are exceptional circumstances that can not be avoided or eliminated before or during the break. The Agency then offers alternate service with the assistance of the owner, but only with the approval and consent of the guest. The offered service should be of the same or higher category at the price of the service upon which the guest confirms the reservation.

6. The guest's right to change and cancel

If a guest wants to change or cancel a reservation made on his request, he should do so in writing. In the case of a fixed booking of service, the date of receipt of a written cancellation is the basis for calculating the cancellation costs:

- To cancel the reservation up to 60 days prior to the start of use of the service, 50% of the amount of the paid advance will be returned to the client less the amount of the manipulation costs.

•To cancel the reservation from 59 to 1 days before the start of use of the service the customer will not be refunded the advance payment.

If the guest does not arrive at the service meeting point on the time of the beginning of the service and has not informed the agency or the service provider in advance, the reservation is considered to be canceled and the costs are calculated according to the above.

7. Obligations of the Agency and the Owner

The Agency's duty is to take care of the implementation of the service and also of the choice of the owner and of the rights and interests of the guest in accordance with the customs in tourism. The owner is obliged to ensure that guests are provided with all the services they rent and therefore responds to the guest due to the potential non-performance of the leased services or part of the service. The Agency and the owner shall exclude any liability in case of change or failure to perform services caused by force majeure.

8. Obligations of the guest

Guest is obliged to:

- Possessing the correct travel documents and the permits to operate the vessel - respect all regulations of the Republic of Croatia

9. Resolving the complaint

The complaint procedure:

-If a guest at the destination is not satisfied with the condition of the drvice, it is necessary immediately upon arrival inform the agency, ie the complaint immediately to the owner. The guest is obliged to cooperate with the agency representative and the owner in good faith to do so the causes of dissatisfaction have been removed. If the complaint is justified and provided the service of the owner

Not satisfactory, the agency will do everything to get the customer an acceptable solution that responds to the service paid to the owner. Agency or owner may not be a guest in substitution service offer a lesser value service.

-At the latest within 8 days after returning from the trip, the guest must send the written complaint to the agency (with the owner's signed a report on the situation and eventual invoices on the incurred costs). The Agency is obliged to settle the objection within 15 days of the day receipt of the objection. The guest waives the mediation of any other person, court institution or providing information to the media while the agency does not make the decision. This excludes the right of the guest to compensation for indirect damage. Did not a guest advertise on the site of the event inadequate services or if he filed a written complaint after 8 days later returning from the street, the agency will not accept such objection.

10. Jurisdiction of the Court

If the guest is not satisfied with how the agency solved his complaint, he has the right to initiate court proceedings. In this case, the Court of Zadar will be competent. Remark: We do not accept bids for bids at the last minute as well as for service on a discount!