

GENERAL TERMS AND CONDITIONS

Zavod Sraka horizon

These General Terms and Conditions govern registration, payment, cancellation and the operation of treks organised by Zavod Sraka horizon (hereinafter: the Organiser).

1. Registration

A Traveller may register for a trek organised by the Organiser by completing the online registration form published on the Organiser's website. The registration is confirmed once the Traveller pays a deposit of EUR 150 within three (3) days. By submitting the registration form, the Traveller confirms their acceptance of these General Terms and Conditions.

After receiving the deposit, the Organiser sends the Traveller a contract specifying the Traveller's remaining payment obligations, payment deadlines and the services included in the package price.

2. Payment

The deposit for each trek is EUR 150 and must be paid within three (3) days after registration. If the deposit is not paid or is paid late, the booking shall be deemed cancelled. By paying the deposit, the Traveller accepts the Organiser's offer and these General Terms and Conditions.

The Traveller must pay the remaining package price no later than 30 days before the start of the trek, as also specified in the contract received from the Organiser. If payment is not made within the deadline set out in the contract, the Traveller shall be deemed to have cancelled the package. In such a case, the Organiser may charge cancellation costs of at least EUR 30.

3. Cancellation by the Traveller

The Traveller may cancel the trip in writing by email. In the event of cancellation, the Organiser is entitled to reimbursement of cancellation costs, the amount of which depends on when the cancellation notice is given:

- more than 60 days before departure: 10% of the package price or administrative costs of at least EUR 30;
- from 60 to 45 days before departure: 20% of the package price;
- from 44 to 30 days before departure: 30% of the package price;
- from 29 to 22 days before departure: 50% of the package price;
- from 21 to 15 days before departure: 80% of the package price;
- fewer than 15 days before departure: 100% of the package price;
- failure to participate without prior cancellation: 100% of the package price.

In addition to the cancellation costs stated above, the Traveller must always pay the Organiser an administrative fee of EUR 30 per registration form.

If the Organiser cancels the trip due to circumstances connected with COVID-19, such as closed borders or mandatory quarantine at the destination, all payments received shall be refunded to the Traveller. If the Traveller cancels the trip, these General Terms and Conditions shall apply.

4. Cancellation Insurance

The Traveller may purchase cancellation insurance at the time of registration and thereby insure their package. In the event of an eligible cancellation, the insurer reimburses the amounts paid for the package.

The Traveller must properly document the reason for cancellation and demonstrate that they cannot participate in the trek for a justified reason. Only official documents proving illness or injury, force majeure, the death of an immediate family member or other comparable circumstances shall be accepted. In such a case, the Organiser is entitled only to reimbursement of the administrative costs and the cancellation insurance premium.

5. Cancellation of a Trek or Changes to the Programme

In accordance with applicable legislation, the Organiser reserves the right to cancel a trek no later than seven (7) days before the scheduled departure if an insufficient number of Travellers have registered.

The Organiser may also deviate from the programme in whole or in part if extraordinary circumstances arise before or during the programme that could not have been foreseen, prevented or avoided. Such circumstances include, in particular, war, civil unrest, strikes, acts of terrorism, public-health restrictions, natural disasters and other events that could pose an increased risk to Travellers.

6. Obligations of the Organiser

The Organiser must ensure the proper performance of the services and use its best efforts to deliver all services included in the programme. The Organiser must provide the Traveller with the services specified in the package programme and shall be responsible for services that are not performed or are only partially performed, except where this results from unforeseeable circumstances beyond the Organiser's control.

7. Pre-departure Notice

The Traveller shall receive the final trek information no later than seven (7) days before departure. The Traveller bears the consequences of any loss arising because they provided the Organiser with an incomplete or incorrect address for invoicing or trek-related communications.

If the Traveller does not receive the notice within the stated period, they must contact the Organiser by email and request that the final notice be sent to them.