



Destination Management Company

OUR DUTY

1. Your Tour Reservation

1.1 On receipt of your deposit, subject to availability, 4GTS will reserve your place on your selected tour. A contract is only made between you and us upon your booking being confirmed and accepted by us and our confirmation thereof to you.

2. If We Cancel or Change Your Tour

2.1 4GTS reserves the right to change or cancel your booking in accordance with operating requirements or circumstances beyond its control.

2.2 Should change or cancellation prove necessary we will give you reasonable notice thereof, in the circumstances, and where available, offer you a comparable alternative.

2.3 If an alternative is not available or acceptable you will be entitled to either a full refund of monies paid by you to us, a transfer to another 4GTS tour without payment of any transfer fee or a credit notice valid for 6 months.

2.4 If the change or cancellation is due to force majeure (i.e. circumstances like political unrest, war or threat of war, riots, civil strife, closure of airports or ports, industrial disputes, terrorist activity, natural and nuclear disasters, fire, epidemic or health risk, Acts of God, adverse weather conditions or other similar events beyond 4GTS control) we will give a full refund of any monies paid to us less reasonable expenses incurred by us in respect of your booking.

2.5 4GTS reserves the right in cancelling departures with less than 2 participants. 4GTS is not responsible for the costs of any other travel arrangements affected due to our cancellations or rescheduling of any tour departure.

2.6 All refunds will be returned by the same method of payment made to 4GTS.

4GTS cannot be held responsible for any fees your bank charge to accept this refund. Refund amounts are dependent on the bank's currency conversion on the day. 4GTS cannot be held responsible for any gains or losses made by you in this transaction.



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3. Tour Details and Conditions

- 3.1 4GTS will do their best, at their discretion, to select accommodation, optional excursions and transportation to give you good value for money.
- 3.2 4GTS will endeavor to match you up with someone of the same sex when booked in a Share room configuration, but cannot be guaranteed.
3. 4GTS constantly strives to improve tour itineraries and features. If such improvements can be made, or unforeseen circumstances beyond our control make changes necessary, we reserve the right to vary itineraries 4GTS is not responsible for any other travel arrangements affected due to our cancellations.
- 3.4 We reserve the right to alter or substitute the type, the size of vessel and/or the style of transport mentioned in the brochure, resulting in occasionally having to utilize transport without some of the features promoted.
- 3.5 The Driver reserves the right in changing the route in case of bad weather conditions.

4. Liability

- 4.1 Your travel agent shall, on the receipt of any monies, hold such monies for you until the booking is confirmed at which time those monies shall be remitted promptly by your travel agent to us. All such monies received by us will be deposited as required by law.
- 4.2 All monies paid by you to us through your travel agent or otherwise, whether in respect of the deposit or full payment, may be disbursed by us as and when we see fit, in respect of the services to be provided and/or fees payable under the tour program. The payment of a deposit or any other monies in respect of your tour shall be deemed to be an authorization for disbursement thereof as aforesaid.

FOR YOUR INFORMATION

5. Booking Your Tour

- 5.1 In order to reserve your tour, a deposit of EURO €200 per person per tour, or the full amount payable if the booking is made within 45 days of your departure, must be submitted to 4GTS by you in respect of that tour. This payment is in addition to any deposit required by your travel agent. The deposit is accepted as a first installment of the tour price by 4GTS only once the booking has been confirmed in writing by 4GTS or your travel agent.



5.2 Your reservation will be confirmed on receipt of a nonrefundable deposit of EURO

€200 per person per tour which must be within 4 days of booking or the reservation will automatically be cancelled. The remaining balance, full amount from which the deposited amount is deducted, is to be paid upon the date stated in the calculation/proforma invoice.

5.3 Your successful payment of your deposit will also act as confirmation that you have read and agree with these Terms & Booking Conditions.

5.4 Any special meal requirements will be made on a request basis only. 4GTS cannot guarantee special meal requests nor will it assume any responsibility or liability if clients' special meal requirements are not fulfilled.

5.5 You may also request additional information via email in regard to transfer and general transportation information within Croatia from your arrival point in Croatia to your cruise/program departure point. 4GTS will assist you with additional information and possible organization if needed within its possibilities. However, 4GTS does not include organized transfer from your arrival points to your departure points and back as part of the programs when the requested service is not clearly stated in the service descriptions. Please contact 4GTS by email in case you would like to receive further offers on your pre and post cruise needs in Croatia. 4GTS claim no liability on advice or information given for 3rd party programs.

5.6 4GTS provides booking method via online contact form/email when purchasing selected program or programs.

Book Via Email - making a reservation. Reserve your program by booking via contact form/email. Select a desired cruise and departure date then contact 4GTS via online contact form/email. 4GTS will check availability and send an email confirmation to proceed with booking.

5.7 Proceeding with Full Payment (payment accepted in Euro only). 100% payment in advance by Bank Transfer.

5.8 Booking correspondence is made by email. Customer takes responsibility to set email filters to accept our email address. No extensions will be given for misplaced emails filtered into junk mail folders.

6. Paying the Balance

6.1 Bookings: 4GTS should be advised of your Bank account number and the name that



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Is associated when making your reservation directly with us.

- 6.2 The balance of the tour must be paid no later than 60 days prior to your departure date which shall be by the due date stated on the confirmation issued to you by 4GTS. Failure to make payment by the due date may result in your place being offered to our waitlist and forfeiting your non-refundable deposit.
- 6.3 Sale or Discounted fares: Full payment of these fares must be made within 30 days of deposit issue date (or less if stated in conditions of the sale offer). If deposit issue date is within 60 days of your departure date, the full cost of the tour will be payable immediately. Instalment option is not available for Sale fares.
- 6.4 If payment isn't made by the due date, 4GTS will accept this as your cancellation and cancellation charges in accordance with clause 7.3 below will be levied by 4GTS, unless correspondence has been made between you and 4GTS and agreed upon for an extension.
- 6.5 Tickets and other documents won't be forwarded until full payment has been received by us. The Final Travel Documents will be sent approximately 21 days prior to your tour departure date.
- 6.6 In the case of Bookings made within 60 days of your tour departure date, the full cost of the tour will be payable immediately on booking and we reserve the right to provide all travel documents at the tour departure point.
- 6.7 4GTS reserves the right to cancel the booking and apply cancellation charges should payments not be received within the above specified periods.

7. If You Cancel

- 7.1 Notice of cancellation must be made in writing (email) to 4GTS.
- 7.2 If you cancel more than 61 days before departure, your deposit of EURO €200 per person will not be refunded, nor can it be credited to any other booking.
- 7.3 Upon cancellation you will be liable to pay a fee to cover the estimate of cost and expenses incurred by us in the terms of the schedule set out hereunder. This is expressed as a percentage of the tour price and is calculated as follows:
- More than 61 days' notice: Deposit is forfeited
60–46 days: 30% of tour fare is forfeited
- 45–31 days: 50% of tour fare is forfeited
- 30–16 days: 75% of tour fare is forfeited
- 15 or less: 100% of tour fare is forfeited



- 7.4 Where the percentage cancellation fee is less than the tour deposit, the cancellation fee will equal loss of deposit. If the reason for cancellation falls within the terms of any tour insurance policy which you hold, then any such charges may, subject to the terms of your insurance policy, be refunded to you by the insurance company.
- 7.5 Any cancellation of additional services within 14 days from date of service, such as pre and post accommodation and transfers, will incur a 100% cancellation fee. For cancellation of additional services outside of 14 days from date of service, please refer to the above cancellation policy.
- 7.6 These cancellation fees are in addition to any cancellation fees that may be levied by your travel agent. All Cancellation policies valid as at 24th October 2017 and are subject to change. Final policy will be confirmed at time of booking.
- 7.7 All refunds will be returned by the same method of payment made to 4GTS through our online payment system. 4GTS cannot be held responsible for any fees your bank charge to accept this refund. Refund amounts are dependent on the bank's currency conversion on the day. 4GTS cannot be held responsible for any gains or losses made by you in this transaction.

8. If You Change Your Booking

- 8.1 If after your booking has been confirmed and more than 60 days prior to tour departure, you wish to change to an alternate departure date or you wish to change to a different 4GTS tour, you may do so subject to availability and provided the new tour date is still currently advertised.
- 8.2 A fee of EURO €50 per person will be charged for any revision or alteration made to a reservation after the booking is confirmed unless the change increases the value of the booking, in which case the difference must be paid.
- A change of tour date or tour itinerary booking within 60 days of tour departure will be treated as a cancellation, and normal cancellation fees will apply except when the change is to a different departure date of equivalent or greater value in which case a EURO €50 per person amendment fee will be charged.

9. Tour Details and Conditions

- 9.1 Please read the tour details online carefully for those items included in the price. No allowance or refund can be made for meals, accommodation, excursions, etc. that you elect not to take, or when museums, shops, etc. are closed.



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9.2 Legislation in various states in Australia, USA, Canada and the UK has highlighted the issue of Age Discrimination. In terms of style and content, all of 4GTS tours are specifically designed for a particular age group. This fact should be recognized when you book one of our tours.

9.3 4GTS strives to provide a safe, enjoyable and memorable travel experience for all travelers. 4GTS welcomes travelers with special needs or disabilities. However, please note the following:

- Travellers are required to advise 4GTS, in advance, of any physical, medical or other special needs that require accommodation.
- All guests must ensure they are medically and physically fit for travel. 4GTS may impose safety requirements necessary for the safe operation of the tour. 4GTS may also exclude an individual from participating in a tour or an activity if that individual's participation poses a direct threat to health or safety.
- 4GTS does not provide personal devices (such as wheelchairs, hearing aids or prescription eye glasses) or services of a personal nature (such as pushing a wheelchair or assistance in eating, toileting or dressing). A companion capable of providing such assistance must accompany any passenger who requires services of a personal nature.
- 4GTS does not employ medical personnel. Any necessary medical attention will be provided by a local facility at the passenger's expense. 4GTS is not responsible or liable for any losses or costs incurred as a result of medical services obtained while on tour, or for the quality of the care or services received.

9.4 Travellers should be aware some tours include rough terrain when on land, extensive walking over cobblestone streets, uneven pavement, steps and locations which may not be easily accessible or accessible by wheelchair. During the tour 4GTS may make arrangements with carriers and other independent suppliers to provide travel services. These parties are independent entities over which 4GTS has no control 4GTS cannot guarantee disability access or accommodations for all travellers.

9. 4GTS may, at its sole discretion, decline the booking of any passenger or remove any passenger who cannot comply or refuses to comply with 4GTS terms and conditions. 4GTS is not responsible for any costs incurred in the event a passenger is removed from a tour. Passengers agree not to hold 4GTS or any of its related entities liable for any actions taken under these booking conditions.

9.6 Due to specific mooring conditions and requirements in some Croatian ports, 4GTS



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ships are moored side by side, making it necessary for the clients to cross from one ship to another with gaps in between ships in order to get to the shore. In such cases clients need to take special care when crossing and do this at their own risk. Crew assistance will be given to those needing and requesting it.

9.7 You are responsible for all travel arrangements and costs to/from the point of commencement/conclusion of the tour.

9.8 There may be times when 4GTS Representative has to make a decision in your best interests or the best interests of their group.

You agree to comply with the authority and decisions of the appointed 4GTS Representative and the laws of the country in which you are travelling. If you do not so comply or if, in the 4GTS Representative's opinion, you are not compatible with the general enjoyment and well-being of other members on the tour or smooth operation of the tour itself, we reserve the right to refuse to let you continue with the tour. We do not tolerate the possession or carriage of illegal or restricted substances (drugs). Furthermore, you agree that your fellow travelers and any 4GTS Representative has the right to travel/work in a safe environment. Any threats to their safety, well-being or inappropriate behavior by you, whether verbal or physical, will be taken extremely seriously and may result in the immediate termination of your tour. In either event, you will be responsible for your own repatriation and related costs and have no claims against us.

9.9 You are responsible for any costs incurred as a result of damage or excess cleaning fees related to your accommodation. You are advised to immediately report any pre-existing damage in your room to staff and/or a 4GTS Representative as soon as it is discovered.

9.10 Guests are obliged to follow ship rules (found in written form on the ship) especially with regards to bringing drinks (alcoholic and non-alcoholic) on board.

9.11 It is your responsibility to have a valid passport and all visas, permits and certificates required for your selected vacation as well as any necessary vaccinations and to comply with all applicable laws. 4GTS is not responsible for any costs incurred as a result of failing to obtain necessary visas. Any costs whatsoever regarding obtaining, replacing or changing visas whilst on tour (including accommodation, meals, flights and transfers incurred due to associated delays) are at your own expense.

9.12 You agree that our 4GTS Representatives may take photographs and films of you while you are on tour and that these may be used in our brochures and/or



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advertising or publicity material without obtaining any further consent or payment in respect of such photographs and/or films.

9.13 If any provision of this contract is held invalid or unenforceable by any court of competent jurisdiction that provision shall be deemed to be re-written to give effect to the same purpose within the permitted limits of the law. The validity and enforceability of the other provisions shall not be affected.

9.14 If you are unsuccessful in any legal action instituted against us, you agree to pay all our costs, including but not limited to, attorney/client costs.

9.15 Should you have a complaint in respect of the tour, you should inform the 4GTS Representative during the course of the tour and if the matter cannot be resolved after the representative's best endeavors to do so during the tour, your complaint should be certified by the ship, written in ships complaints book and sent to 4GTS within 15 days from the customer's departure. On the contrary, such complaints will not be taken in consideration. If you choose to write to 4GTS via the Internet, please provide your home address so that we are able to reply to you in writing.

9.16 Should any dispute arise concerning this policy, the dispute will be determined in accordance with the law of Australia and the States and Territories thereof. In relation to any such dispute the parties agree to submit to the jurisdiction of any competent court in Victoria, Australia.

10. Insurance

10.1 It is compulsory that you take out comprehensive insurance cover for cancellation, personal injury, death, medical expenses, repatriation expenses and evacuation expenses before you travel on a 4GTS tour. We strongly recommend your insurance also covers cancellation, personal liability and loss of personal property. Please check that the insurance covers all the activities that you are going to be participating in. Some policies exclude certain adventure activities. This should be arranged at the time of payment of the deposit and will, in certain circumstances, cover you against loss of deposit or cancellation fees from the date of confirmation of your booking, as shown in the insurance policy. 4GTS cannot be held responsible for your failure to take out appropriate insurance. You also agree to indemnify us against all third-party claims, actions, damages and remedies which may be brought against us in respect of your participation in the tour.



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11. Illness or Absenteeism

11.1 In the event of your withdrawal from a tour after the commencement as a result of illness, you must obtain a medical certificate in support of any insurance claim. No refunds will be made for any absence from the trip.

12. What's Not Included in The Tour Price

12.1 Airfares to and from your tour destination, airport taxes, passport and visa fees, insurance, laundry, phone calls, beverages, personal expense money, medical fees, sightseeing, visits and entrance fees, meals not detailed in the itinerary, tips to Trip Managers, crew, representatives and local guides, items of a personal nature, excess baggage, optional excursions and anything else not listed in the 'What's Included' section of the itinerary pages.