



TERMS OF SERVICE

1. GENERAL

ART. 1.1.

www.katarina-line.com is the official website with information on vessels, cruises and different routes on the Adriatic Sea and land excursions and tours with the possibility of the online booking of weekly guaranteed small vessel cruises and land tours through Katarina line's web shop - Booking.

The website provides information on accommodation opportunities and other related tourist services for which Katarina Line is registered.

The website, web shop is owned and represents the services provided by the company KATARINA LINE d.o.o., tax ID number - OIB: 28922587775, corporate registration ID - MB: 040009767. Official records confirm KATARINA LINE d.o.o. as a valid business.

ART. 1.2.

Katarina line d.o.o. headquarters are at Vjekoslava Spinčića 13, 51410 Opatija, Croatia, company's phone number is +385 (0)51 603 400 and company's email is info@katarina-line.hr

ART. 1.3.

Katarina line d.o.o. ensures safety, security and privacy of all information and purchases from customers through www.katarina-line.com. Customer's data is secured and managed by Katarina line.

Any information submitted by the buyer will be used solely for the purpose of completing the transaction, delivering the product, informing of new product releases and addressing any customer service issues.

KATARINA LINE is at disposal for any questions and information regarding the cruises, land tours, accommodation, excursions, transfers and other tourist services prior to and after the reservation being made, prior to departure and during the tours and cruises. Contact numbers are listed online.

ART. 1.4.

KATARINA LINE price list is valid throughout the year, i.e., season; except in case of special offers – such as first or last-minute bookings that depend on departure date, availability etc.

ART. 1.5.

The payment system is provided by Zagrebačka banka E-commerce solution, certified by MasterCard Secure Code and Verified by Visa.

Zagrebačka banka secures private information using a SSL Certificate. Information exchanged with any address beginning with https is encrypted using SSL before transmission. ZAGREBACKA BANKA D.D. has been verified as the owner or operator of the website located at www.zaba.hr. Official records confirm ZAGREBACKA BANKA D.D. as a valid business.

ART. 1.6.

Katarina line d.o.o. provides services according to the laws of the Republic of Croatia following the Customer protection laws that are related to the Contract that comes out of the online purchases by customers through this site.

2. TERMS OF BOOKING AND PAYMENT

ART. 2.1.

Offered services are presented on www.katarina-line.com with detailed descriptions and photographs as well as some customer feedback. Katarina line offers cruises, land tours, accommodation and related excursions.

Under each land or cruise program there are tabs with program details including available dates and prices to be booked online.

Additional information may be requested via email regarding any tourist services for which the company is registered.

Katarina line will provide additional information and possible organization if needed wherever possible. However, Katarina line does not provide organized flights from arrival to departure points and v.v. as part of the programs requested service is always clearly stated in the service descriptions. Please contact Katarina Line by email in case of further requirements such as pre and post cruise or accommodation in Croatia.

Customers are provided with invoices that include VAT according to the Croatian law.

ART. 2.2. BOOKING METHODS

Katarina line provides with two booking methods when purchasing selected program or programs, purchase by booking online or book via email.

ART. 2.2.1. BOOKING ONLINE

Book Now by selecting a desired cruise and date of departure - proceed with full or deposit payment online by credit or debit card. Book online - reservation details: 50€ or 100€ per person, depending on the selected program and departure date payable upon confirmed reservation, the remaining balance payable 30 days before the departure date.

ART. 2.2.2. BOOK VIA EMAIL - RESERVATION.

Reserve your hotel, tour or cruise by booking via email. Select a desired date of departure and tour/cruise in an email form. Katarina line will check availability and send an email confirmation with reservation ID. Or NUMBER.

Upon reservation confirmation from Katarina line by email, customers will receive a deposit payment request depending on the selected program and departure date. 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.

Book via email - reservation details: 50€ or 100€ per person, depending on the selected program and departure date payable upon confirmed reservation, the remaining balance payable 30 days before the departure date.

ART. 2.2.3. HANDLING FEE

Service charge will be charged for any other services booked without a hotel or cruise reservation (Public transfers, tours, entrance tickets, etc.).

ART. 2.3. CONFIRMATION AND PAYMENT RECEIPT

Upon received payment, a confirmation of payment and detailed information on the reservation and cruise info letter will be forwarded.

3. BOOKING AMENDMENTS, CANCELLATION, REFUND POLICY AND COMPLAINTS

All Katarina line weekly vessel departures are guaranteed. Katarina line reserves the right to cancel the departure in case of less than 10 participants. In case of cancellations by Katarina Line a suitable replacement vessel will be put in place at no extra cost.

Vis major cases Katarina Line will provide suitable accommodation on land or sea. If a land tour is subject to a minimum number of participants as outlined in the travel arrangements and that minimum number is not met, Katarina Line may have to cancel the tour latest 4 weeks prior to the commencement.

ART. 3.1. CUSTOMER RESERVATION CHANGE

Name change fee - 20 EUR.- per person. Date change – 20 EUR.- per person (valid only if the change is done up till 30 days prior booked departure, otherwise regular cancellation clause will be applied).

ART. 3.2. CANCELLATION AND REFUND POLICY

Payment & cancellation terms for all NEW 2021 reservations:

Advance payment of 50 EUR / person (for classic cruise reservations), 100 EUR pp (for deluxe cruise programs), 50 EUR pp (for land pre & post cruise packages up to 6 nights), 100 EUR pp (for guaranteed departure land tours of 7+ nights) - to be paid within 10 days from the day of reservation confirmation

The balance is to be paid by 30 days prior to departure.

For clients that are forced to cancel or unable to travel up to 30 days prior to departure due to pandemic restrictions* or health issues connected directly to CV19, deposit is REFUNDABLE or can be used as a credit in 2022.

For cancellations due to pandemic restrictions* within 30 days before the departure date (29 - 0 days) deposit & balance paid are NON-REFUNDABLE but can be used as a credit in 2022.

* SPECIAL COVID CANCELLATION TERMS:

Should the hotel, vessel or the Republic of Croatia be closed due to government restrictions, or regulatory requirements stemming from Covid-19 or similar, or the clients' home country's government's restrictions, or the airlines prohibited flying to Croatia, up to 30 days to the date of sailing, Katarina Line will make a deposit refund or transfer deposit payment to 2022.

Regular cancellation conditions:

For cancellations within 30 days before the departure date (29 - 0 days) - deposit is NON-REFUNDABLE.

29-22 days – deposit + 25% of the remaining balance

21-15 days – deposit + 50% of the remaining balance

14-0 days – 100% (or NO SHOW)

Cancellations of confirmed hotel bookings and land tours result in penalties and fees assessed by travel suppliers.

The following cancellation fees will be assessed on your land product.

More than 45 days prior to departure, the non-refundable deposit will be retained

45 - 15 days prior to departure: 30% of price

14 - 3 days prior to departure: 50% of price 2 - day of departure and after: 100% of price

Katarina line highly recommends clients to take insurance against cancellation of reserved services. Katarina line offers a complete travel insurance package (travel health insurance, personal accident insurance, private liability, luggage insurance & trip cancellation). Additional information about travel insurance package can be found here:

[TRAVEL INSURANCE INFO](#)

[TRAVEL INSURANCE TERMS AND CONDITIONS](#)

There are no refunds for unused services unless authorized previously by Katarina Line during clients stay. Written refund requests must be received latest 1 week after client's departure. Katarina Line is not obliged to guarantee promises (written or verbal) made by local hotel staff or tour leaders, etc.

ART. 3.3. COMPLAINTS

Any complaints regarding service on board have to be given directly to the vessel/ hotel on the spot, and through the official representative of KATARINA LINE. Complaints have to be certified by the vessel/ hotel, written in complaints book and sent to KATARINA LINE within 15 days from the customer's departure. On the contrary, such complaints will not be taken in consideration.

ART. 3.4. SPECIAL NOTE FOR ALL CRUISES

- The Captain reserves the right to change the route in case of bad weather conditions.
- Passengers must follow ship rules (to be found in written form on the ship) esp. with regards to not bringing drinks on board and in case of bad behavior Katarina Line/captain reserves the right in asking clients to disembark.
- Prior to departure Katarina Line representative is obliged to perform a welcome speech providing important information on safety on board, and other information required by law for all the passengers aboard.
- Departures are guaranteed. However, Katarina Line reserves the right in cancelling departures with less than 10 participants and changing ship name if need arises.
- Passengers agrees to abide to the decisions and instructions given by the tour leader who reserves the right in changing the itinerary in agreement with the captain according to weather conditions.
- Katarina Line will not be responsible for any accidents that may occur onboard and insists that clients are informed of this and of the need for extra observation and caution whilst being onboard or walking between ship(s) and mainland.
- Due to specific mooring conditions and requirements in some Croatian ports, Katarina Line ships are moored side by side, making it necessary for the clients to cross from one ship to another with gaps in between ships to get to the shore. In such cases guests 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.

ART. 3.5. VESSEL RULES

- Passengers on board are obliged to abide to the ship rules, as captain is responsible for the safety of all passengers and the crew.
- Passports are to be handed to the captain for registration on the first day of the cruise.
- Jumping or diving from the ship during navigation is strictly forbidden. For safety reasons climbing on the masts is also forbidden.
- During rough weather, movement should be minimized and done with care, as floors can

often be wet and slippery.

- Passengers should take extra care when crossing between the ships when ships are docked alongside in port. It is advised able to ask a crew member for assistance when crossing. Note that movement between the ships is at the individual's responsibility. Safety belts are placed under the seats in the dining area and under the bed in the cabins or in the wardrobe, depending on the ship.
- As ships can sometimes be acoustic passengers are asked to behave accordingly. Special attention must be given to night peace onboard, which officially starts at midnight and in National Parks night peace is required even earlier and passengers will be notified of this.
- Smoking in the restaurant area and in the cabins is not allowed and when smoking on the deck in designated smoking area passengers must not throw cigarette butts in the sea.
- Bed linen and other items are not to be moved from the cabin.
- Only toilette paper is allowed to be throw in the toilette
- Passengers are not permitted to bring drinks and food on the ship. This includes all drinks and food purchased on shore in ports of call. The only exceptions are: personal care products, medicine, food products specifically for infants and food products for special diets. Typical regional products purchased during visits to the ports will be stored on board to be returned to passengers at the end of the cruise.
- Passengers are obliged to respect mealtimes, which will be placed on the board in the dining area, as well as departure times from ports.
- Passengers are responsible for looking after their personal belongings whilst travelling. Katarina Line cannot be held responsible for any personal belongings left behind or damaged irrespective of the circumstances.
- Any damage must be compensated to the captain by the passenger. Lost cabin keys will be charged 150 HRK/key. (20 €/key)
- It is strictly forbidden to throw rubbish into the sea.
- Water is limited onboard, therefore please be very rational with it. The same applies to electricity which runs on the generator.
- Portholes in lower deck cabins during navigation must be closed to avoid cabins getting wet by the sea water entering cabin through the porthole.
- The captain and the crew will be available for any questions or queries and will do their best to make your stay on board a most pleasurable one. If captain and his crew are not providing satisfactory service, please contact Katarina Line office for further help, as our aim is to make you satisfied during your stay onboard.
- Service charge is not included in the price and therefore please tip at your own discretion.
- Captain has the right to change the itinerary in case of bad weather or similar inappropriate conditions in ports to ensure safety on board.