

**INDEPENDENT**

***TOURS* 2024**

**SLOVENIA, CROATIA, AUSTRIA AND BALKANS**





# INTRODUCTION



## **Greetings and Welcome to PALMA TRAVEL DMC, your complete travel partner!**

We combine high-quality services with reasonable prices and a personal touch. Our inspiration comes from the elegance of urban cities, the green countryside always uplifts our spirits and our hearts guide us to create and fulfill the dreams of each and every traveler. Since the establishment of our company over three decades ago, we have proven to be a reliable business partner offering a comprehensive and diverse range of travel arrangements. We are committed to providing the best support, ultimately saving you both time and money, allowing you to focus on the things that matter most to you.

Our team of professionals welcomes you to Slovenia and its neighboring countries: Austria, Italy, Croatia, Hungary, Serbia, Bosnia and Herzegovina, Albania, Macedonia, Bulgaria, Germany, Switzerland and others. So, join us and enjoy the hospitality of the people, the fantastic variety of regions, natural wonders and local traditions and culture.

**PALMA TRAVEL DMC** is committed to finding the best solutions for our partners. Since 1990, our mission has been to fulfill our clients' needs and to provide exceptional services that meet their expectations. Our priorities are to be the most innovative in the industry, to maintain our professionalism and to be readily accessible to our clients. Long-term experience, adherence to high-quality standards, and constant creativity have enabled us establish strong business relationships with our partners and our future clients.

To keep up with trends and needs of your future clients, we have carefully selected destinations and experiences to provide a perfect product for every passenger. Our FIT tours include accommodation in hotels of the chosen level, private transfers, private sightseeing and basic entrance fees based on the selected program. Since this is an FIT product, departures are possible every day, giving your clients the freedom to select their own dates of travel.

We have made efforts to create unique packages that ensure safe and fun travel, but we can also adjust and tailor-make some of the tours based on the additional needs and desires of our clients.



**INFO**

**INCOMING DEPARTMENT**

-  Verovškova 55a | 1000 Ljubljana | Slovenia
-  +386 1 51 33 671
-  [incoming@palma-travel.eu](mailto:incoming@palma-travel.eu)
-  [www.palma-travel.eu](http://www.palma-travel.eu)

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**TA PALMA IS A MEMBER OF:**



**CERTIFICATES OF EXCELLENCE:**





## TRANSPORTATION

Our vehicles are comfortable and perfect for long distance traveling. Private transfers are conducted either with highly comfortable cars or luxury vans.

Some tours also include train, ferry, and air transportation. Those transfers are never private and are booked in economy/coach classes with optional upgrades if clients request them. All changes and cancellations for those services will incur changes based on the providers' terms and service charges.



## ACCOMMODATION

The hotels in our portfolio are highly rated but categorized differently. Located in the city center or semi-central location, they assure you comfort and an unforgettable stay. Hotel categories range from standard local 3\* or 4\*, to superior 4\* and 5\*. The service is usually based on bed and breakfast.



## SIGHTSEEINGS

Our tours include a lot of free time for independent exploration. Sightseeing is usually conducted with guided tours to ensure you can truly enjoy and discover destinations with expert guidance.

## FOR YOUR BEST EXPERIENCE, WE HAVE DIVIDED OUR TOURS IN TWO CATEGORIES:

### PALMA Classic

Our classic tours include standard accommodation in carefully selected standard local 3\* or 4\* in central and semi-central locations. Come with us on a journey to the picturesque towns, plains, hills, and valleys, to the countries along the Mediterranean coast, all to the rhythm of good music and traditional folklore.

### PALMA Collection

For more demanding clients that seek superior comfort and excellent service, we have also prepared Palma's collection options. These options are always based on superior 4\* or 5\* hotels in great locations with deluxe bed and breakfast service.

## KIDS DISCOUNTS (WITH 2 ADULTS IN DBL ROOM):

- children up to 2 years (without bed and services): **FREE OF CHARGE**
- children from 3- 5,99 years on extra bed: **50% discount**
- children 6 - 11,99 years: **30% discount**









Bled

## SLOVENIA - GREEN, ACTIVE, HEALTHY

Štajerska region - Bled - Portorož

8 days / 7 nights package

**DAY 1:** Arrival at Ljubljana Airport. Transfer to your spa hotel in the Štajerska region; overnight at the hotel.

**DAY 2:** Breakfast and overnight stay at the hotel; free time for relaxation or excursions.

**DAY 3:** Breakfast at the hotel and transfer from the Štajerska region to Bled. Accommodation at the hotel and free time. Overnight stay at the hotel.

**DAY 4:** Breakfast and overnight stay at the hotel; free time for relaxation or excursions.

**DAY 5:** Breakfast at the hotel and transfer from Bled to Portorož with a stopover in Ljubljana. Enjoy a private walking tour of the city center. In the afternoon, arrive in Portorož, where you will be accommodated in your hotel for an overnight stay.

**DAYS 6 and 7:** Breakfast and overnight stay at the hotel. The rest of your stay is free time for excursions, activities, or relaxation. Overnights will be at the hotel.

**DAY 8:** After breakfast, transfer from the hotel to Ljubljana airport.

### PREDICTED HOTELS:

ŠTAJERSKA REGION (Rogaška or

Podčetrtek):

**Classic:** Hotel Breza or similar

**Collection:** Hotel Sotelia or similar

BLED



**Classic:** Hotel Lovec or similar

**Collection:** Hotel Rikli Balance or similar

PORTOROŽ

**Classic:** Hotel Riviera or similar

**Collection:** Kempinski Palace Hotel or similar

	
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>1510 €</b>	<b>1860 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>1570 €</b>	<b>1980 €</b>
01. 07. - 31. 08.	
<b>1645 €</b>	<b>2150 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>540 €</b>	<b>615 €</b>

### SERVICES INCLUDED:

- 2 nights accommodation with breakfast in SPA hotel in ŠTAJERSKA REGION
- 2 nights accommodation with breakfast in hotel in BLEB
- 3 nights accommodation with breakfast in hotel in PORTOROŽ
- local taxes and service charges
- private arrival transfer from Ljubljana airport to hotel in Štajerska region
- private transfer from Štajerska region to Bled
- private transfer from Bled to Portorož with stopover in Ljubljana
- private walking tour of Ljubljana city center
- private departure transfer from Portorož to airport Ljubljana





Ljubljana

## INVIGORATING CAPITALS

### Ljubljana and Zagreb 6 days / 5 nights package

**DAY 1:** Arrival at Ljubljana Airport, transfer to your hotel in Ljubljana; overnight stay in the hotel.

**DAY 2:** Breakfast at the hotel, followed by a walking tour of Ljubljana city center. The afternoon is free for your leisure activities. Overnight stay in the hotel.

**DAY 3:** Breakfast and overnight stay in the hotel. You have free time to relax or go on excursions.

**DAY 4:** After enjoying breakfast at the hotel, there will be a transfer from Ljubljana to Zagreb. Upon arrival, you will check into the hotel and have a meeting with the local guide for a private guided tour of the city. You will spend the night at the hotel.

**DAY 5:** Breakfast and overnight accommodations will be provided at the hotel. You will have free time to relax or go on excursions during the day.

**DAY 6:** After breakfast, there will be a transfer from the hotel to Zagreb Airport.

#### PREDICTED HOTELS:

##### LJUBLJANA:



**Classic:** Best Western Premier Slon or similar

**Collection:** InterContinental Ljubljana or similar

##### ZAGREB

**Classic:** Hotel International or similar

**Collection:** Esplanade Zagreb Hotel or similar

	
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>1045 €</b>	<b>1430 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>1260 €</b>	<b>1560 €</b>
01. 07. - 31. 08.	
<b>1070 €</b>	<b>1430 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>435 €</b>	<b>580 €</b>

#### SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in LJUBLJANA
- 2 nights accommodation with breakfast in hotel in ZAGREB
- local taxes and service charges
- arrival transfer by private car from Ljubljana airport to hotel in Ljubljana
- private transfer from Ljubljana to Zagreb
- private walking tour of Ljubljana city centre
- private walking tour of Zagreb city
- transfer departure by private car from Zagreb to airport Zagreb





## MAGNIFICENT LAKES & BLUE ADRIATIC SEA

*Bled - Plitvice lakes - Split - Dubrovnik*

*10 days / 9 nights package*

**DAY 1:** Upon arrival at Ljubljana Airport, there will be a transfer to the hotel in Bled. The overnight stay will be at the hotel.

**DAYS 2 and 3:** Breakfast and overnight accommodation will be available at the hotel. There will be free time for excursions and exploring the area.

**DAY 4:** After having breakfast at the hotel in Bled, there will be a transfer from Bled to Plitvice National Park. Once you arrive at the park, you will enjoy a private visit, with the entrance to the park included. After the visit, you will be accommodated in your hotel for the night.

**DAY 5:** Breakfast will be provided at the hotel, followed by a transfer to Split. Upon arrival, accommodation will be arranged at the hotel. You will have free time to relax or explore the city independently. The overnight stay will be at the hotel.

**DAY 6:** After enjoying breakfast, you will have the opportunity to explore the Dalmatian capital, Split. You can join a guided tour to explore the city's highlights and learn about its rich history and culture. The guided tour will provide you with valuable insights and ensure a more immersive experience. You will spend the night at the hotel.

**DAY 7:** Begin your day with a hearty breakfast at your hotel in Split. Afterwards, you'll be transferred to Dubrovnik, where you'll check into your next hotel. The afternoon is yours to enjoy at your leisure - relax at the hotel or explore the enchanting Old Town on your own. Your day will conclude with a peaceful overnight stay at your hotel.

**DAY 8:** After breakfast, you will have a private walking tour of Dubrovnik's old town. In the afternoon, you will have free time to go on an excursion or explore the area on your own. You will spend the night at the hotel.

**DAY 9:** Breakfast and overnight accommodation will be provided at the hotel. You will have free time to enjoy excursions, activities, or simply relax during your stay.

**DAY 10:** After breakfast, there will be a transfer from the hotel to Dubrovnik Airport.

### PREDICTED HOTELS:

#### BLED

**Classic:** Hotel Lovec or similar

**Collection:** Hotel Rikli Balance or similar

#### PLITVICE LAKES

**Classic:** Hotel Jezero or similar

**Collection:** Ethno Selo Plitvica Houses or similar

#### SPLIT



**Classic:** Corner or similar

**Collection:** Hotel Park or similar

#### DUBROVNIK

**Classic:** Valamar Lacroma Hotel or similar

**Collection:** Valamar President Hotel or similar

	
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>2715 €</b>	<b>3205 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>2940 €</b>	<b>3660 €</b>
01. 07. - 31. 08.	
<b>3205 €</b>	<b>3915 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>705 €</b>	<b>920 €</b>

### SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in BLED
- 1 night accommodation with breakfast in hotel in PLITVICE
- 2 nights accommodation with breakfast in hotel in SPLIT
- 3 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private arrival transfer from Ljubljana airport to hotel in Bled
- private transfer from Bled to NP Plitvice lakes and to hotel in Plitvice area
- private car transfer from NP Plitvice to Split
- private transfer from Split to Dubrovnik
- private departure transfer from hotel in Dubrovnik to Dubrovnik airport
- private guided tour of Plitvice NP (entrance in the NP included)
- private guided tour of Split





Dubrovnik

## PURE CROATIA

Zagreb - Plitvice lakes - Split - Dubrovnik

8 days / 7 nights package

**DAY 1:** Upon arrival at Zagreb Airport, there will be a transfer to your hotel in Zagreb. You will spend the night at the hotel.

**DAY 2:** After breakfast, you will enjoy a guided tour of the historical center of Zagreb. In the afternoon, you will have free time to go on excursions, engage in activities, or simply relax. You will spend the night at the hotel.

**DAY 3:** Breakfast will be provided at the hotel, and you will spend the night there as well. You will have free time to go on excursions, engage in activities, or simply relax as you wish.

**DAY 4:** After breakfast, there will be a transfer to Split with a stopover in Plitvice. In the late afternoon, you will have a private visit to the National Park, with the entrance fee included. Afterward, you will continue the journey to Split and check into your hotel for the night.

**DAY 5:** After breakfast, you will have the opportunity to explore the Dalmatian capital, Split. You can join a guided tour to discover the city's highlights and immerse yourself in its rich history and culture. After your exploration, you will return to the hotel and spend the night there.

**DAY 6:** After having breakfast at the hotel, there will be a transfer from Split to Dubrovnik. Once you arrive, you will have free time to relax or explore the old town on your own. You will spend the night at the hotel.

**DAY 7:** After breakfast, you will enjoy a private walking tour of Dubrovnik's old town. In the afternoon, you will have free time for excursions or other activities of your choice. You will spend the night at the hotel.

**DAY 8:** After breakfast, there will be a transfer from your Dubrovnik hotel to Dubrovnik Airport.

### PREDICTED HOTELS:

#### ZAGREB

**Classic:** Hotel International or similar

**Collection:** Esplanade Zagreb Hotel or similar

#### SPLIT



**Classic:** Corner or similar

**Collection:** Hotel Park or similar

#### DUBROVNIK

**Classic:** Valamar Lacroma Hotel or similar

**Collection:** Valamar President Hotel or similar

	
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>2210 €</b>	<b>2725 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>2570 €</b>	<b>3085 €</b>
01. 07. - 31. 08.	
<b>2630 €</b>	<b>3280 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>685 €</b>	<b>820 €</b>

### SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in ZAGREB
- 2 nights accommodation with breakfast in hotel in SPLIT
- 2 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private arrival transfer by private car from Zagreb airport to hotel in Zagreb
- private transfer from Zagreb to Split with stopover in Plitvice lakes National park
- private transfer from Split to Dubrovnik
- private departure transfer from Dubrovnik to Dubrovnik
- private walking tour of Zagreb city center
- private guided tour of Plitvice NP (entrance in the NP included)
- private walking tour of Split
- private walking tour of Dubrovnik





## DALMATIAN PEARLS

### Dubrovnik & Split

6 days / 5 nights package

**DAY 1:** Upon arrival at Dubrovnik Airport, there will be a transfer to your hotel. You will spend the night at the hotel.

**DAY 2:** After breakfast, you will have a private walking tour of Dubrovnik's old town. In the afternoon, you will have free time to relax or explore the city at your own pace. You will spend the night at the hotel.

**DAY 3:** Breakfast will be provided at the hotel, and you will spend the night there as well. You will have free time during the day to go on excursions and explore the area as you wish.

**DAY 4:** After enjoying breakfast at the hotel, there will be a transfer from Dubrovnik to Split. Upon arrival, you will check into the hotel and have free time to relax or explore the city on your own. You will spend the night at the hotel.

**DAY 5:** After enjoying breakfast, you will have the opportunity to explore the Dalmatian capital, Split. You can join a guided tour to explore the city's highlights and learn about its rich history and culture. The guided tour will provide you with valuable insights and ensure a more immersive experience. You will spend the night at the hotel.

**DAY 6:** After breakfast, you will have free time until your transfer to Split Airport.

#### PREDICTED HOTELS:

##### DUBROVNIK

**Classic:** Valamar Lacroma Hotel or similar

**Collection:** Valamar President Hotel or similar



##### SPLIT

**Classic:** Corner or similar

**Collection:** Hotel Park or similar

#### SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in DUBROVNIK
- 2 nights accommodation with breakfast in hotel in SPLIT
- local taxes and service charges
- private arrival transfer from Dubrovnik airport to hotel in Dubrovnik
- private transfer from Dubrovnik to Split
- private walking tour of Dubrovnik
- private walking tour of Split
- private departure transfer from Split to Split airport

	
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>1200 €</b>	<b>1430 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>1430 €</b>	<b>1850 €</b>
01. 07. - 31. 08.	
<b>1575 €</b>	<b>2115 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>505 €</b>	<b>660 €</b>







## DALMATIAN ISLAND HOPPING

*Split – Hvar – Korčula – Dubrovnik*

*8 days / 7 nights package*

**DAY 1:** Upon arrival at Split Airport, there will be a transfer to your hotel. You will spend the night at the hotel.

**DAY 2:** After breakfast, you can explore the Dalmatian capital, Split, by taking a guided bus tour. This will allow you to visit various attractions at your own pace. You will spend the night at the hotel.

**DAY 3:** After breakfast, you will embark on a sail from Split to Hvar. Upon arrival, the hotel staff will collect your luggage, and you will have a short walk to the hotel. The afternoon is free for you to relax or explore the old town of Hvar on your own. You will spend the night at the hotel.

**DAY 4:** Breakfast will be provided at the hotel, and you will spend the night there as well. You will have free time during the day to relax or go on excursions as you please.

**DAY 5:** After breakfast, you will embark on a sail from Hvar to Korčula. Upon arrival, proceed to your hotel. You will have the afternoon free to relax or explore the old town of Korčula on your own.

**DAY 6:** After breakfast, make your way to the port for your sail to Dubrovnik. Upon arrival, there will be a transfer to your hotel. You will have free time to relax or explore the old town of Dubrovnik on your own. You will spend the night at the hotel.

**DAY 7:** After breakfast, you will have a private walking tour of Dubrovnik's old town. In the afternoon, you will have free time to relax or enjoy the city at your own pace. You will spend the night at the hotel.

**DAY 8:** After breakfast, you will have free time until your transfer to Dubrovnik Airport.



### PREDICTED HOTELS:

SPLIT  
**Classic:** Corner or similar  
**Collection:** Hotel Park or similar

• KORČULA  
**Classic:** Port 9 Hotel or similar  
**Collection:** Hotel Korčula della Ville or similar

HVAR  
**Classic:** Grand Beach Resort Amfora or similar  
**Collection:** Hotel Elisabeth

• DUBROVNIK  
**Classic:** Valamar Lacroma Hotel or similar  
**Collection:** Valamar President Hotel or similar

 PALMA Classic	 PALMA Collection
01. 04. - 30. 04.; 01. 10. - 30.11.	
<b>1250 €</b>	<b>1705 €</b>
01. 05. - 30. 06.; 01. 09. - 30. 09.	
<b>1800 €</b>	<b>2475 €</b>
01. 07. - 31. 08.	
<b>1995 €</b>	<b>2800 €</b>
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
<b>660 €</b>	<b>950 €</b>

### SERVICES INCLUDED:

- 2 nights accommodation with breakfast in hotel in SPLIT
- 2 nights accommodation with breakfast in hotel in HVAR
- 1 night accommodation with breakfast in hotel in KORČULA
- 2 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private transfer from Dubrovnik port to Dubrovnik hotel
- private departure transfer from Dubrovnik hotel to Dubrovnik airport
- ferry or catamaran sail from Split to Hvar
- ferry or catamaran sail from Hvar to Korčula
- ferry or catamaran sail from Korčula to Dubrovnik
- private walking tour of Split
- private walking tour of Dubrovnik



# PALMA TRAVEL DMC

 **PALMA**

SINCE 1990



**YOUR RELIABLE TRAVEL PARTNER**



**ESCORTED & TAILOR-MADE TOURS**



**INDEPENDENT TOURS**



**PACKAGES & OTHER SERVICES**



[www.palma-travel.eu](http://www.palma-travel.eu)  
[incoming@palma-travel.eu](mailto:incoming@palma-travel.eu)





## 1. GENERAL CONDITIONS

The general conditions for offering services are part of the contract in other words the invoice, between PALMA d.o.o., Tour Operator & DMC, Lilekova 5, 3000 Celje, ID 5422086 as a Tour Operator and the traveller who accepts the arrangement offered. Everything that is listed in the general conditions represents a legal commitment for the travellers, as well as for PALMA d.o.o..

When making a booking, traveller confirms that he has the authority to accept these conditions on his behalf and on behalf of all members of the group and further, if one is making a booking for more than one person, that he is responsible for all payments due from each and every member of the group for whom he is making a booking.

## 2. OFFERS

Tour Operator ensures services according to the information published and valid at the time of the confirmation of reservation, and according to the description and travel period in accordance with confirmed reservations except in circumstances beyond our control such as illness of the service provider or his/her immediate family, outstanding circumstances which cannot be foreseen nor eliminated (pandemics, natural disasters such as earthquakes, floods, sanitary disruptions, fires, droughts, wars, strike, terrorist actions and limitations issued by the government mobilization, country exit ban).

## 3. PRICES

Prices are informative. Prices and taxes are currently in force and subject to availability. Rates are per person, based on two persons sharing a room, including breakfast unless otherwise mentioned. All rates are subject to change without prior notice due to increases imposed by hotel, airlines, currency fluctuation and fuel surcharges.

## 4. RESERVATION

All reservations must be made by electronic form or by email or Palma's website. By confirming a reservation, the traveller confirms that he/she is aware of the General Terms and conditions of the travel services and fully comprehends and accepts these terms which are binding for both the Traveller and the tour operator. To guarantee the reservation a 30% deposit is required, unless agreed otherwise. For bookings made within 14 days of arrival, full payment is required. It is the traveller's responsibility to ensure that any information which they give to tour operator is accurate and that information which is given to them by a tour operator is passed on.

Inquires and accommodation reservations can be made via email, in writing or in person at any of the tour operator's branch offices as well as at the offices of our partner travel agencies.

The Tour Operator provides the traveller with the appropriate materials in electronic form, presenting all relevant information regarding the trip, and provides or points out the general terms and conditions of the trip which are an integral part of this Agreement. The traveller is obligated to provide any information required for the reservation process. A deposit is required depending on the chosen payment method. The balance payment is due at least 14 days before arrival unless otherwise specified upon booking confirmation.

The service provider reserves the right to withhold service to the Traveller if the Traveller brings a pet to the accommodation without previously notifying the Agency or the service provider. In this case, the Tour Operator is not obligated to accept complaints made by the traveller on the quality of the booked accommodation or services.

## 5. BOOKING CONFIRMATION

Upon receiving a booking, we will send you written confirmation. With written confirmation we guarantee all services as per our program.

## ON-LINE OR PHONE BOOKING

In case of online or phone booking or purchase of a products, general booking conditions, published on [www.palma-travel.eu](http://www.palma-travel.eu) or relevant agent, apply. Should the published conditions or offer details differ, general booking conditions, published on [www.palma-travel.eu](http://www.palma-travel.eu), apply. It is considered that the customer has received and accepted the conditions at the time of the on-line booking. The booking is only valid once the full payment has been made - 3 days after the online booking or as agreed. If the payment for the online booking is not received under the agreed terms, it is considered invalid.

## 6. PAYMENT

A 10% deposit is required at booking of a product from the Escorted tour catalogue. For all the other products the deposit of 30 % is required, unless agreed otherwise. The rest of the payment- must be received at least 45 days before arrival. The tour operator has the right to cancel a reservation in case the payment has not been received within the agreed terms. Payment can be made by a bank transfer or by credit card.

The players and recipient bank transfer fees are covered entirely by the client.

## 7. ACCOMODATION

The offered accommodation units are described in accordance with the official categorization of the proper authority, as well as the actual state of the unit at the time of its publication. The standards of the accommodation, food, services and the like vary depending on the destination/country and are not subject to comparison. The information provided to the traveller at the point of sale does not obligate the Tour Operator any more than the information stated on the web pages of [www.palma-travel.eu](http://www.palma-travel.eu) or in the catalogue or other printed materials of the Tour Operator.

Please note that the standard policy is that rooms are usually available for check in after 2 PM. Early check in needs to be advised in advance and is subject to availability.

## 8. OBLIGATIONS OF THE TOUR OPERATOR

The Agency's obligation is providing services as well as selecting the service provider while taking into consideration the rights and interests of travellers in accordance with the traditions of the tourism industry. The Agency will fulfil all the above-mentioned obligations as described, except in circumstances beyond its control (Article 2) in which the Agency will proceed as stated in Article 12.

## 9. OBLIGATIONS OF THE TRAVELLER

### The traveller is obligated to:

- Have valid travel documentation
- Respect and abide by all customs and foreign exchange regulations of the destination country
- Respect and abide by all customs and foreign exchange regulations as well as the laws and other regulations of the Republic of Slovenia as well as other countries through which he/she passes through or resides in. Inquire whether or not he/she requires a visa for the destination country as well as neighbouring countries. In the event the traveller is unable to continue the trip as a result of being in direct violation of these regulations, the traveller is responsible for all related expenses.
- Abide by the house rules of the accommodation unit as well as cooperate with the service provider in a well-intentioned manner.
- Present the service provider in the document proving paid service (voucher received via e-mail or fax).
- Announce the intention of bringing a pet into the accommodation unit, even if the accommodation unit is described as a pet friendly accommodation, as well as announce the type and size of the pet.

## 10. TRAVEL DOCUMENTS

Each traveller is responsible for carrying a valid passport and for possessing the required visa. The agency is not liable for any consequences that the absence of travel documents, etc. may have if travellers fail to inform the tour operator of such issues.

## 11. LUGGAGE

The tour operator is not responsible for loss, theft or damage to the luggage during the trip, including during luggage handling during hotel-airport or vice versa transfers.

## 12. TRAVEL INSURANCE

We strongly advise travellers to take out travel insurance covering the costs of accidents or death, treatment of illnesses, transport home and loss or damage of luggage and similar.

## 13. RESERVATION CHANGES

Every change in the reservation has to be previously confirmed and agreed from the agency.

## 14. CANCELLATIONS

If the traveller wishes to change or cancel a confirmed reservation, he/she must do so in writing (via e-mail or fax). Changes or cancellations by telephone are not permitted and will not be accepted. In the event that the traveller should request to make a change or cancel a confirmed reservation, the date on which the written cancellation is received, during regular Tour Operator's working hours, will represent the basis for the cost calculation. If the written cancellation is received outside regular Tour Operator's working hours, the cancellation date which will represent the ground for calculating cancellation costs will be the following working day of the tour operator.

**The cancellation charges will be calculated as follows (unless agreed otherwise):**

More than **45 days** before arrival date, **10% of the total amount.**



**44 - 30 days** before arrival date, **30% of the total amount**

**29 - 15 days** before arrival date, **70% of the total amount**

**14 - 0 days** before arrival date, **100% of the total amount.**

In the case of no-show, all reserved services will be charged.

Both parties have the right to cancel the reservation any time in case restrictions and measurements from the government and the national health board, due to the COVID 19 prohibit travelling in/out of the country or lock down measurements effect normal use of services as per the current official guidelines. If that happens, we can confirm a waiver with due of 2 years or we can also refund your payments, with a charge of 3% of total amount handling fee. Requested negative COVID-19 test or vaccination confirmation does not count as travel restriction or country lock down. All the possible costs related to a COVID-19 testing are to be covered by customer.

#### **15. COMPLAINTS**

Each traveller - reservation holder has a right to file a complaint if the paid services was not provided. If the services provided are not satisfactory, the passenger is required to immediately notify the Tour Operator about the inadequate service and file a complaint on the day of his/her arrival at the location of the service provider and to inform the Tour Operator office by email at [incoming@palma.si](mailto:incoming@palma.si) or by phone at +386 1 24 43 670 (customer service working hours). The traveller is obligated to cooperate with the Tour Operator's representative as well as with the service provider in a well-intentioned manner so that the cause of the complaint can be resolved. If upon arrival the traveller is not satisfied with the state of the accommodation and leaves the accommodation on his own initiative and finds another accommodation without giving the Tour Operator a chance to resolve the issue, correct the cause of the discontent, or find other accommodation for the traveller, the traveller does not have a right to request a refund or make a claim for compensation, regardless of the fact that his/her reasons were justified or not.

The traveller should accept the proposed solution which corresponds with the service rendered on the spot, the Tour Operators will not take additional complaints into consideration or respond to them.

If the problem is not resolved on the spot following an intervention, the traveller is obligated to submit a written complaint along with supporting documents as well as any photographs to support the complaint to the agency by e-mail at [incoming@palma.si](mailto:incoming@palma.si) or by post mail no later than 60 days following the return of the traveller from his/her trip. The Agency shall only take into consideration fully documented complaints which are received within the 60-day deadline.

The agency is obligated to make a written solution to the complaint within 8 days of receipt of the written complaint. The agency can postpone the deadline in order to collect the evidence and check the claim quotes with the service provider but not for more than 8 days. The agency will take into consideration only those claims whose cause could not be resolved on the spot.

The Tour Operator cannot be held responsible for climate conditions, cleanliness, and the temperature of the sea, nor for other similar situations and events which can result in the dissatisfaction of travellers and are not a direct result of the accommodation unit (for example, bad weather, improperly maintained beaches, crowds, lost or stolen property and such).

If the traveller decides to book the special LAST MINUTE deal, then he accepts all risks of such travel. These journeys include the uncertainty of the facts upon which the agency cannot influence, and the traveller primarily due to the price accepted such a trip and therefore has no right of complaint to the agency.

#### **16. THE AGENCY'S RIGHT TO CHANGES AND CANCELLATIONS**

The Tour Operator reserves the right to make changes of reservations in the event of circumstances which cannot be predicted, avoided or eliminated (see Article 2). A reserved accommodation unit can only be changed with prior notification to the traveller for an accommodation unit of the same category or of a higher category and at the price at which the traveller confirmed the reservation. If the replacement accommodation is only possible in a higher-category unit where the price is 15% higher than the price of the paid reservation, the Tour Operator reserves the right to charge the traveller for the difference in agreement with the traveller. In the event a replacement accommodation unit cannot be arranged, the Travel Operator reserves the right to cancel the reservation and notify the traveller prior to the beginning of the service and guarantees a full refund of the paid amount. If the Tour Operator cancels a reservation, the traveller is not entitled to any compensation from the Tour Operator and the Tour Operator is only obligated to refund the amount paid to the Tour Operator's account. If an adequate replacement unit is not available on the day of the commencement of the service, the Tour Operator will make an effort to provide the traveller with information on possible alternative arrangements.

#### **17. FORCE MAJEUR**

In case of events beyond the reasonable control of the tour operator, including but not limited to acts of God, war, strikes or labour disputes, airline flight cancellations, terminated stays, disease such as SARS and COVID-19, government regulation or advisory, terrorism or threats of terrorism as substantiated by governmental warnings or advisory notices, disaster, fire, earthquakes, hurricanes, or any other cause reasonably beyond the tour operators' control at the travel destination or in the home country of the tour operator, making the event commercially impracticable, impracticable to perform, illegal, or impossible to fully perform under this Agreement as the Parties originally contracted. In such case the tour operator may terminate this Agreement, without liability, upon written notification.

#### **18. PERSONAL INFORMATION**

The traveller provides personal information of his/her own free will. Personal information is required for processing requested services. The same information shall be used for intercommunication. The Tour Operator is under obligation that the personal information about the traveller will not be taken out of the country or given to a third party

except for the purpose of carrying out requested services. The personal information will be kept in a database in accordance with the Management's decision on the method used for collecting, processing and securing personal information. With the acceptance of these General Terms, the traveller gives permission for his/her personal information to be used for promotional offers of the Agency.

#### **19. ERRORS IN THE PUBLISHED PRODUCTS**

Our team is doing their best to ensure all the possible errors and mistakes in all our publications are avoided, however due to the workload and human factor there is always a chance, that a wrong information is published, for which we apologize in advance. This includes, but it is not limited to prices, descriptions, and other available information. As soon as the error is found and reported, it is re-published on our website, where most up-to-date information can be found. We kindly ask to check the website [www.palma-travel.eu](http://www.palma-travel.eu) for up-to-date information, if this is not available to you, we will be happy to send the requested information per email or post. As soon as the error is corrected on our website, the information published in the relevant printed publication is not valid any longer. All the changes and other amendments with regards to the price, description, special conditions, and other information will be published on the website [www.palma-travel.eu](http://www.palma-travel.eu), with this the information in the relevant printed publication becomes non valid.

#### **20. LIABILITY**

The liability of Palma d.o.o. is limited. The tour operator will not accept any responsibility in the event of delay or changes in schedules, defaults or over bookings of hotels, sickness, death, weather changes & conditions, strikes, war, political instability, quarantine, and other causes beyond our control. We reserve the right to vary itineraries in order to improve the itinerary, to the traveller's enjoyment and advantage.

#### **21. COURT JURISDICTION**

The Traveller and the Tour Operator will aim to settle possible lawsuits in the application of this Agreement and, if an agreement cannot be reached the issue will become subject to the decision of the Celje Court jurisdiction, under the authority of the laws of the Republic of Slovenia.

#### **NOTE**

Paying a deposit or payment in full signifies that the traveller fully comprehends and accepts the aforementioned terms.

Ljubljana, 17.06.2022



I FEEL  
SLOVENIA

# SLOVENIA. MY WAY OF HANGING OUT.

#ifeelsLOVEnia  
#myway





