

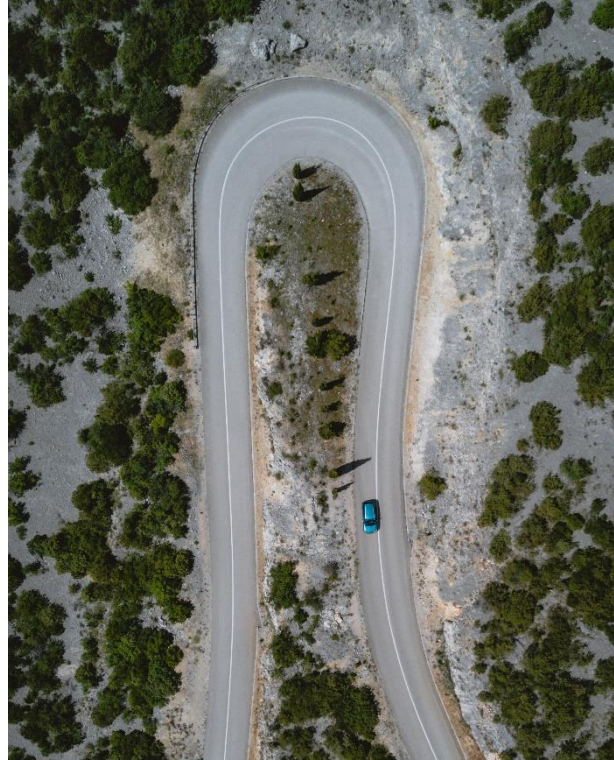
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## RESERVATION PROCESS

The requests are divided in two main categories. Individual requests for up to 9 travellers and group requests for more than 10 travellers.

Note that many hotels have group rates for more than 20 persons only.

**For individual requests**, Sveta Ana travel agency does not make any reservations until the final program is defined by the client and our agent. The particularity of tailor-made tourism is adapting the services, itineraries and accommodation to client's specific wishes. Upon confirmation of the trip from the traveller, our agent makes the final reservations and submits the confirmed program to the traveller for approval. If at the time of confirmation the accommodation is no longer available, the agent will undertake necessary steps to find similar accommodation, nearby the hotels listed in the initial offer. The traveller will be asked to approve the new accommodation. Upon approval of the final program, a contract defining services, accommodations and terms of payment will be sent to the traveller. The traveller will also receive the invoice for the trip.



To confirm the bookings, Sveta Ana will ask for a deposit within 15 days after confirmation by the traveller. Many vendors request an advance payment in order to confirm reservations. The balance must be settled at least one month prior to the start of the trip. Sveta Ana pays most of the vendors in advance unless a special agreement is made.

Finally, when the finances are settled and at the latest 15 days prior to your arrival, Sveta Ana travel will issue the vouchers for the booked services and a roadbook.

The vouchers certify that the traveller is Sveta Ana agency's client and serve as a guarantee for the vendors. Sveta Ana will send the same vouchers to the vendors before the traveller's arrival. The services are paid by Sveta Ana travel agency.

The roadbook made by Sveta Ana travel agency is a real added value to your trip. The roadbook contains maps of city-centres, recommendations for restaurants, bars, visits and data to enter in the GPS. For hikes, you will receive the track coordinates in ".gpsx" format with a link to an app to read them, so you will have permanent GPS coverage. Please note your trip is not pre-recorded in GPS navigation systems. You will enter necessary data as the trip goes on. In the roadbook you will find the contacts and addresses of all the vendors.

Finally, the roadbook also contains the assistance phone numbers of Sveta Ana travel agency which can be used in situations requiring personal contact and intervention of the agency.

We accompany you throughout the trip. Our vendors are carefully selected; however, it would be too self-confident to state that our trips are perfect. Despite a strict booking process and our efforts, a human error or an incident can occur. In that case our duty is to react quickly to find a solution. Travelers should report any problems in real time to give Sveta Ana agency the opportunity to resolve the situation on the spot. Complaints after the completion of the trip will not be taken into account.

**For group requests**, Sveta Ana travel agency will first contact the traveller to define the request and then will take options for accommodation. An option is a preliminary reservation limited in time, without commitment, allowing the agency to guarantee the price and availability. Options can be renewed at traveller's explicit request, but renewal can be refused by vendors. It is therefore crucial to clearly define the sales process with our agents, in particular the deadline for final confirmation and arrival of the travellers, so agents can efficiently negotiate options with hotels. The group confirms the program by email after which Sveta Ana travel agency makes the final bookings with vendors. Travellers will receive the confirmed program by email. The group must then submit a list of participants and a rooming list which will be sent to the accommodations. At this stage,



it is not necessary to send the final list of participants. The final list must be submitted no later than 15 days prior to the beginning of the trip and must include the following data: last name, first name, address, nationality and identity document name and number.

After final booking confirmation with the vendors, Sveta Ana travel agency issues a travel contract and the invoice for the trip. A payment of a deposit is required at least 15 days after signing of the contract. The deposit is necessary to settle the advance payments requested by vendors to confirm the booking. The balance must be settled at least one month before the start of the trip as Sveta Ana travel agency pays the vendors prior to the arrival of the group. If the group chooses to have a guided trip, the tour leader will receive the vouchers and manage the logistics of the trip. Travelers will be greeted at their arrival and complete the trip without worrying about technicalities. In the event of a problem or an incident, travellers must first inform the tour leader who will try to solve the situation and will inform Sveta Ana travel agency.

If the group decides not to book the services of a tour leader, then travellers will receive individually a roadbook containing maps of city-centres, recommendations for restaurants,

bars, visits and the assistance phone numbers of Sveta Ana travel for situations or incidents requiring personal contact and intervention of the agency.

### **Notes:**

#### **Flights**

Sveta Ana assists travellers in finding flights as a free service. It is always best for travellers to book flights on their own. Unlike other tourist services, flight prices are lower without the intermediary service of a tourist agency. Sveta Ana can make flight reservations for individuals and groups.

#### **Visa**

Nationals of certain countries outside of the EU are required to have a visa to enter Croatia, part of the European Union. The travel contract and invoice are the only documents that Sveta Ana can issue for obtaining visa purposes. Sveta Ana is not involved in the obtainment of the visa process and does not take it into account during the booking process. If travellers cannot obtain a visa and must cancel their trip consequently, the cancellation policy written in the contract will apply.

#### **Travel insurance**

Once the reservations are confirmed, Sveta Ana pays a deposit to the vendors and settles the balance prior to the arrival of the travellers. The obligations of Sveta Ana travel agency towards the vendors are the basis for the conditions of the cancellation policy written in the contract. Therefore, we recommend travellers to subscribe a cancellation insurance. The cost of the insurance is low and allows to receive a refund in the event of cancellation of the trip or certain services included in the trip.

#### **The right price**

It is important to comprehend the work ethics of Sveta Ana travel agency. Prices we give to our clients are based on accommodation structures mentioned in the program. These are not standard prices for a service category but with unspecified category of accommodation structures. The traveller has all the elements of the trip clearly stated from the beginning of the trip creation process. The profit margin of Sveta Ana travel agency is modest and mostly covered by discounts from our partners, ensuring transparency and a fair price for the traveller. Our approach is fundamentally different from the business model of tour operators. The logical consequence is that prices are not negotiable, otherwise Sveta Ana travel agency would drop below the break-even point.