COMPLAINTS

In the case of incompletely or inadequately provided contracted travel services, the Traveller has the right to complaint and can initiate a complaint procedure with the representative of the travel agency or service provider on spot, who will try to rectify the incompleteness or inadequacy. We emphasize that is in the interest of the Traveller to act in good faith and express the intent of resolving the complaint on the spot. If that is not possible, the Traveller must request a written confirmation from the representative of the travel agency or the service provider, showing that the service was not provided or that it was not provided in accordance with the Contract. The Traveller shall enclose the written and signed confirmation with the written complaint, which s/he is obliged to send to the Organiser within 8 days after the travel end by registered mail to the following address: VLA VLA TRAVEL, travel agency/Sole Trader for tourism and business services, Owner Vlatka Marić, Šamačka 2, HR-10 000 Zagreb. If the Traveller lodges a complaint after the indicated deadline, the Organiser shall not be obliged to address such a complaint. Each Traveller shall lodge the complaint separately. Collective complaints shall not be considered by the VLA VLA TRAVEL travel agency/Sole trader for tourism and business services. The Organiser is obliged to issue a written decision on the complaint within 15 days after the receipt of the complaint and may postpone the deadline for the decision on the complaint by an additional 15 days, on grounds of gathering information. The Organiser will address only those complaints for which the Traveller submits proof of having lodged them on spot in written form with the service provider, and of the failure to eliminate their cause on the premises. During the decision procedure and for a total of 15 or 30 days, as applicable, after lodging the complaint, the Traveller shall irrevocably reject mediation by any other person, arbitration by the Association of Croatian Travel Agencies or other institutions, as well as abstain from providing information to the media. During this period, the Traveller shall also waive the right to sue. If, by fault VLA VLA TRAVEL travel agency, a part of the programme or services is not provided, the Traveller shall be entitled to receive compensation in the amount of the actual value of the services unused, which cannot include the services already used or the total price of the travel arrangement. The Traveller and VLA VLA TRAVEL travel agency shall try to resolve their disputes amicably, and failing that, shall agree on the jurisdiction of a court in Zagreb. The governing law will be Croatian law.

Putnička agencija VLA VLA TRAVEL / Obrt za turističke i poslovne usluge

Šamačka 2, HR -10000 Zagreb, OIB: 41195484737, Business registry number: MB98009516

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