



TURISTIČKI INFORMATIVNI CENTAR DUBROVNIK d.o.o., turistička agencija

TOURIST INFORMATION CENTER DUBROVNIK Ltd., tourist agency

Placa 21, 20000 Dubrovnik, ID: HR-AB-20-060149756

Tel.+385 20 323 350; 323 352; Fax +385 20 323 351; e-mail: info@tic.hr



TRANSFER SERVICE

General terms and conditions

Valid since January 2015.

LICENSED AGENT – TRANSFER SERVICE PROVIDER:

Tourist Information Center Dubrovnik, Placa 21, Dubrovnik, HR-20000

ID Code: HR-AB-20-060149756; OIB: 20559585938

RESERVATIONS

All reservations must be made at least 24 hours in advance of the transfer time. The confirmation of the reservation will be e-mailed to the client once it has been accepted. Hours of Transfer service operation are 24 hours a day, 7 days a week.

Clients are asked to observe punctuality during pick up times. Transfer service will not be liable where vehicles have to proceed without passengers who have failed to meet the vehicle at the required time agreed between Client and the Agency.

CANCELLATION POLICY

Cancellations / modifications must be made by the client at least 48 hours in advance of transfer in order to qualify for a refund.

For any cancellation made by the client, the following cancellation fees will apply :

More than 48 hours before the transfer, the Agency keeps 20% of the total fare,

24 - 48 hours before the transfer, the Agency keeps 50% of the total fare,

less than 24 hours before the transfer there will be no refund.

ARRIVALS

All clients will be met by our driver who will give them further instructions about meeting in front of the Airport Terminal after collecting their luggage. By the time they claim luggage, a car would be waiting in front of the building.

LATE ARRIVALS – We will be monitoring all arrival flights and possible flight delays, so there would not be any extra charge for waiting the client at the Airport.

STRIKES & PROTESTS – We will not take any responsibility for any arrival transfers affected by strikes or protests in European Union. However, we will do our best to wait for the client if any of our drivers is available at the particular moment.

TERRORISM – We will not take responsibility for any arrival / departure transfers affected by acts of terrorism throughout the world. However, we will do our best to wait for the client if any of our drivers is available at the particular moment.

VEHICLES

For all reservations we will provide a comfortable mid-range or luxury sedan passenger car, fully air-conditioned, with english speaking driver.

LUGGAGE

Usual luggage items and size are free of charge, we will however, not guarantee fitment of unusual luggage items such as bicycles, skis, snowboards, animals, etc.

Any other items not mentioned above will be charged at the drivers discretion. Any lost property found aboard the shuttle vehicles will be returned to head office. Clients are asked to collect lost property from this address. The shuttle service do not take any responsibility for any luggage lost /stolen or damaged from their vehicles or during pick up and drop off times.

SMOKING

Clients are requested to observe the no smoking rule on board each of our cars.