



## **GUIDED WALKING TOUR SERVICE**

*General terms and conditions*

Valid since January 2015.

### **LICENSED AGENT – GUIDED WALKING TOUR 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 Guided Tour desired time. If the desired tour is available at the desired time, the confirmation of the reservation will be e-mailed to the client, together with instructions for payment.

Operating hours of Guided Tour service are every day from 9:00 AM until 6:00 PM.

Clients are asked to observe punctuality during meeting times. Guided Tour service will not be liable where guides have to proceed without clients who have failed to meet guide 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 the arranged tour time 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 tour**, the Agency keeps 20% of the total fare,

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

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

### **GUIDES**

For all reservations we will provide a licensed Tour Guide. It is Client's responsibility to specify a language for a guided tour.

### **TOUR DURATION**

Usual duration of guided tours are:

Regular Tour - 1 hour and 30 minutes

Express Tour - 40 minutes

Game of Thrones Tour: -1 hour and 45 minutes