

Standard Information Form for Package Travel Contracts

The combination of travel services offered to you is a package within the meaning of the Act on the Provision of Services in Tourism.

Therefore, you will benefit from all rights applying to packages under the Act on the Provision of Services in Tourism. The travel agency HONDIUS d.o.o. will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, HONDIUS d.o.o. has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under the Act on the Provision of Services in Tourism:

- Travelers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travelers are given an emergency telephone number or details of a contact point where they can get in touch with the organizer or the travel agency.
- Travelers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance, fuel prices), and if expressly provided for in the contract, and in any event no later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveler may terminate the contract. If the organizer reserves the right to a price increase, the traveler has a right to a price reduction if there is a decrease in the relevant costs.
- Travelers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travelers are entitled to a refund and compensation where appropriate.
- Travelers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travelers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered at no

extra cost. Travelers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organizer fails to remedy the problem.

- Travelers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The organizer has to provide assistance if the traveler is in difficulty.
- If the organizer or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organizer or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travelers is secured. The organizer, travel agency HONDIUS d.o.o., has taken out insolvency protection with Generali osiguranje d.d. (insurance company). Travelers may contact this entity if services are denied because of the insolvency of HONDIUS d.o.o.

Contact details for insolvency protection: Generali osiguranje d.d., Poljička 43, 21000 Split, Croatia PIN (OIB):10840749604 Email: info.hr@generali.com Phone: +385 21 350 800 (Information and claims reporting)

Competent authority: Ministry of Tourism and Sport of the Republic of Croatia, Prislavlje 14, 10000 Zagreb Email: pisarnica@mints.hr; pravni@mints.hr Phone: +385 1 6169 111; +385 1 6169 243

Directive (EU) 2015/2302 can be found at the following website: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32015L2302>

The Act on the Provision of Services in Tourism can be found at the following websites:

https://narodne-novine.nn.hr/clanci/sluzbeni/2017_12_130_2982.html

https://narodne-novine.nn.hr/clanci/sluzbeni/2019_03_25_494.html

https://narodne-novine.nn.hr/clanci/sluzbeni/2019_10_98_1950.html

https://narodne-novine.nn.hr/clanci/sluzbeni/2020_04_42_887.html

https://narodne-novine.nn.hr/clanci/sluzbeni/2021_06_70_1335.html

In Zagreb, February 12, 2026

HONDIUS Limited liability company for tourism and services, travel agency

Huga Badalića 32A, 10000 Zagreb Republic of Croatia

PIN (OIB): 09315333463

Obrazac sa standardnim informacijama za ugovore o putovanju u paket-aranžmanu

Ponudena kombinacija usluga putovanja jest paket-aranžman u smislu Zakona o pružanju usluga u turizmu.

Putnik stoga ima sva prava koja proizlaze iz odredbi Zakona o pružanju usluga u turizmu koje se odnose na paket-aranžmane. Turistička agencija HONDIUS d.o.o. u cijelosti je odgovorna za pravilno izvršenje paket-aranžmana kao cjeline.

Turistička agencija HONDIUS d.o.o. ima zakonom propisanu osiguranu jamčevinu za naknaduputnikovih plaćanja i, ako je prijevoz uključen u paket-aranžman, osiguravanje repatrijacije putnika uslučaju da postane insolventna.

Najvažnija prava u skladu sa Zakonom o pružanju usluga u turizmu.

- Putnici će dobiti sve bitne informacije o paket-aranžmanu prije sklapanja ugovora o putovanju u paket-aranžmanu.
- Uvijek postoji barem jedan trgovac koji je odgovoran za pravilno izvršenje svih usluga putovanja obuhvaćenih ugovorom.
- Putnici dobivaju telefonski broj za hitne slučajeve ili podatke o kontaktnoj točki putem koje mogu stupiti u kontakt s organizatorom ili turističkom agencijom.
- Putnici mogu prenijeti paket-aranžman na drugu osobu uz obavijest o tome u razumnom roku i moguće plaćanje dodatnih troškova.
- Cijena paket-aranžmana može se povećati samo ako se povećaju specifični troškovi (primjerice, cijena goriva) i ako je to izričito predviđeno u ugovoru, a u svakom slučaju najkasnije 20 dana prije početka paket-aranžmana. Ako povećanje cijene premašuje 8 % cijene paket-aranžmana, putnik može raskinuti ugovor. Ako organizator pridržava pravo na povećanje cijene, putnik ima pravo na sniženje cijene ako dođe do sniženja relevantnih troškova.
- Putnici mogu raskinuti ugovor bez plaćanja bilo kakve naknade za raskid ugovora i dobiti puni povrat svih plaćanja ako se znatno izmijeni bilo koji od bitnih elemenata paket-aranžmana osim cijene. Ako prije početka paket-aranžmana trgovac odgovoran za paket-aranžman otkáže paket-aranžman, putnici imaju pravo na povrat i, prema potrebi, odštetu.
- Putnici mogu raskinuti ugovor bez plaćanja bilo kakve naknade za raskid ugovora prije početka paket-aranžmana u slučaju izvanrednih okolnosti, primjerice ako na odredištu postoje ozbiljni sigurnosni problemi koji bi mogli utjecati na paket-aranžman.

- Osim toga, putnici u svakom trenutku prije početka paket-aranžmana mogu raskinuti ugovor uz plaćanje primjerene naknade za raskid ugovora koja se može opravdati.
- Ako nakon početka paket-aranžmana značajne elemente paket-aranžmana nije moguće pružiti kako je dogovoreno, morat će biti ponuđeni alternativni aranžmani bez dodatnih troškova. Ako usluge nisu pružene u skladu s ugovorom i to znatno utječe na izvršenje paket-aranžmana, a organizator ne ispravi nesukladnost, putnici mogu raskinuti ugovor o putovanju u paket-aranžmanu bez plaćanja naknade za raskid.
- Putnici imaju pravo na sniženje cijene i/ili naknadu štete ako usluge putovanja ne budu izvršene ili ako budu izvršene na nepravilan način.
- Ako se putnik nađe u poteškoćama, organizator mu mora pružiti pomoć.
- Ako organizator, ili u pojedinim državama članicama prodavatelj, postane nesolventan, osigurava se povrat plaćanja. Ako organizator ili, prema potrebi, prodavatelj postane nesolventan nakon početka paket-aranžmana i ako je prijevoz uključen u paket-aranžman, osigurana je repatrijacija putnika. Organizator, turistička agencija HONDIUS d.o.o. ugovorio je zaštitu u slučaju nesolventnosti kod - Generali osiguranje d.d., društvo za osiguranje. Putnici mogu stupiti u kontakt s tim subjektom, podaci za kontakt: Generali osiguranje d.d., Poljička 43, 21000 Split, Hrvatska, OIB: 10840749604, adresa elektroničke pošte: info.hr@generali.com, broj telefona: 021350800 (informacije i prijava šteta) ili, prema potrebi, s nadležnim tijelom vlasti, podaci za kontakt: Ministarstvo turizma i sporta Republike Hrvatske, Prisavlje 14, 10000 Zagreb, adresa elektroničke pošte: pisarnica@mints.hr; pravni@mints.hr, broj telefona: +385 1 6169 111; +385 1 6169 243, ako su usluge uskraćene zbog nesolventnosti organizatora, turističke agencije HONDIUS d.o.o

Direktivu (EU) 2015/2302 možete pronaći na sljedećoj internetskoj stranici:
<https://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX:32015L2302>

Zakon o pružanju usluga u turizmu možete pronaći na sljedećim internetskim stranicama:

https://narodne-novine.nn.hr/clanci/sluzbeni/2017_12_130_2982.html

https://narodne-novine.nn.hr/clanci/sluzbeni/2019_03_25_494.html

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https://narodne-novine.nn.hr/clanci/sluzbeni/2021_06_70_1335.html

U Zagrebu, 12.02.2026. godine
HONDIUS društvo s ograničenom odgovornošću
za turizam i usluge, turistička agencija
Huga Badalića 32A, 10000 Zagreb, Republika Hrvatska
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