

General Terms and Conditions
Turistična agencija IstraTerra, so.p.
valid as of May 25, 2015

1. General Provisions

These General Terms and Conditions constitute an integral part of the travel contract entered into by IstraTerra, so.p. (hereinafter referred to as IstraTerra) and the tour customer who is booking a particular tourist package (trip, tour or holiday). The terms and conditions set out in the sections referring to groups do not apply to package tours.

The provisions of the individual travel itinerary or the Slovenian Code of Obligations shall apply for any other cases or circumstances not specifically provided for in these General Terms and Conditions.

GROUP TOURS: Group tours are subject to all the normal provisions of these General Terms and Conditions, with the exception of the part of these General Terms and Conditions, in which special conditions are prescribed for groups, as set out in the sections titled "Group Tours"

The term "customer" in connection to group tours refers to an organization or person (group representative), who will be making arrangements on behalf of the group, regarding the itinerary, the execution and other organizational aspects (e.g. payment method, bookings ...).

2. Bookings and the Travel Contract

The customer can register for a package tour in person at the IstraTerra branch office, by phone, or via mail or e-mail. When the customer books a tour, he or she is entering into a travel contract, for which IstraTerra shall issue a booking confirmation to the customer. A booking confirmation shall contain the personal data of the customer who is booking a tourist package, as well as detailed information about the package, referring to the specific itinerary that contains all the information regarding the tourist package. The travel itinerary is also part of the booking confirmation. Upon booking, the customer must provide all the personal data and relevant documents required by IstraTerra for the provision of the services. If a customer provides information that is false or incorrect, the customer assumes responsibility for all damages and costs incurred as a result of the false or incorrect information. If a customer is prevented from traveling as a result of providing false or incorrect information (e.g. giving an incorrect or incomplete name when booking airline tickets ...), IstraTerra shall not be required to reimburse the customer any amount already paid for the tour.

The booking shall be considered valid, once the customer has paid

the required advance payment and signed the travel contract or the booking confirmation. Once the advance payment has been paid and the travel contract/booking confirmation has been signed, the customer has secured his or her spot on the tour. The advance payment shall be 30% of the total tourist package price, unless the itinerary provides otherwise, and must be paid upon booking. IstraTerra shall not charge the customer any additional booking fees.

Bookings shall be accepted until all the available spots on the tour are taken. The deadline for booking is at least 31 days prior to the date of departure for air travel and at least 21 days prior to the date of departure for travel by bus. The deadline for booking for one-day trips in Slovenia is 7 days before the trip.

GROUP TOURS: The amount of the advance payment shall be determined by agreement between IstraTerra and the group tour customer. The same rules for registering for a tour that apply to package tours shall apply to group tours, unless agreed otherwise with the tour customer. The number of travellers in a group shall be agreed upon in advance by the customer and IstraTerra. If a smaller number of travellers register for a tour than previously agreed upon, the customer or the travellers themselves shall bear all the resulting costs.

3. Services Included in the Price of the Tourist Package

The services included in the price of the tourist package are specified in each travel itinerary. Unless otherwise specified in the travel itinerary, the prices listed are per person.

CLASSIFICATION OF THE ACCOMMODATION FACILITIES: The accommodation facilities are always classified according to the standards in force in each individual country. There are no unified international standards for accommodation facilities, which is why the quality of facilities classified under the same category may vary by country. The categories listed in the itineraries correspond to the local standards for classifying accommodation facilities.

GROUP TOURS: The itineraries for groups are tailor-made to the customer's needs and requirements. The itineraries and prices listed on the website are for reference only. All the services and prices shall be agreed upon by IstraTerra and the group tour customer.

4. Additional Services

Additional services are those not included in the price of the tourist package and for which the customer must pay extra (e.g. single room, meals, optional trips, visas, insurance ...). The customer shall be charged extra for such services and the services are optional, unless otherwise stated in the itinerary (e.g. visas). The payments for the additional services shall be made during the tour and directly to the tour escort, unless otherwise

agreed.

5. Payment

Payment shall be deemed as completed on the date of receipt of the payment on the bank account of IstraTerra or on the date when a payment has been made in person at the IstraTerra branch office. Once the advance payment has been paid, the customer has secured his or her spot on the tour. The remaining portion of the payment shall be paid by the customer in instalments, the exact amount of which shall be agreed on with IstraTerra at the time of booking. The customer shall pay the total amount within the period specified in this paragraph of the General Terms and Conditions, otherwise the customer shall be deemed to have cancelled his or her booking, in which case the rules set out in item 7 of these Terms and Conditions shall apply.

The following payment deadlines apply for package tours:

- at least 21 days prior to the date of departure for air travel, regardless of the length of the tour, and for travel by bus, for tours longer than 7 days, unless otherwise specified in the travel itinerary or in the booking confirmation.
- at least 10 days prior to the date of departure for travel by bus, for tours lasting up to 7 days, unless otherwise specified in the travel itinerary or in the booking confirmation.
- at least 3 days prior to the date of departure for one-day trips around Slovenia, unless otherwise specified in the travel itinerary or in the booking confirmation.

GROUP TOURS: Unless the tour customer and IstraTerra agree otherwise, the total amount due for a group tour shall be paid in instalments, the exact amount of which shall be agreed on with IstraTerra, no later than:

- 21 days prior to the date of departure for multi-day trips
- 7 days prior to the date of departure for one-day trips around Slovenia.

6. Price

The price of a tour is determined by the travel itinerary and is calculated on the day of its publication and is valid from the date of publication of the itinerary, until any changes are made. The price includes all the services listed in the travel itinerary. IstraTerra reserves the right to adjust the price after the publication of the itinerary, based on variations in foreign exchange rates or carriers tariffs, which affect the price of the tour. The price may be increased no later than 20 days before departure and the customer shall be informed of any price changes by IstraTerra. If the price is increased by more than 10%, the customer has the right to withdraw from the travel contract at no

extra cost and is entitled to a refund of any amounts already paid.

The price is calculated based on the minimum number of participants required for each itinerary and may be increased, if the number of participants is smaller than the minimum number. The customer must agree to any changes in the price.

GROUP TOURS: The itineraries for groups are tailor-made to the customer's needs and requirements. The itineraries and prices listed on the website are for reference only. All the services and prices shall be agreed upon by IstraTerra and the group tour customer.

7. Cancellations or Changes to the Travel Contract by the Customer

At the signing of the travel contract, the customer may opt to take out a cancellation insurance. The cancellation insurance is subject to the conditions prescribed by the insurance company with which the insurance is taken out at the time of the signing of the insurance policy.

The customer has the right to cancel the tour at any time before the date of departure and the cancellation shall be in writing.

If a customer who has signed a travel contract should not be able to take part in the tour, he or she may transfer the booking to another customer, if possible. The transfer request shall be submitted in writing no later than 21 days prior to the departure date for air travel, 5 days prior to the departure date for travel by bus and no later than 1 day before the tour for one-day trips around Slovenia. In this case, IstraTerra is entitled to a reimbursement of the actual costs incurred due to transferring the booking to another customer (e.g. new airline tickets), while any other amounts already paid by the original customer shall automatically be transferred to the other customer. IstraTerra must provide proof as to the costs associated with the transfer of the booking to the other customer.

If a customer cancels a tour without finding a replacement, IstraTerra is entitled to a reimbursement of the costs resulting from the cancellation of the tour, the amount of which depends on the number of days between the cancellation and the planned date of departure:

For package tours with air travel, regardless of the length of the tour, and for bus tours longer than 7 days:

- up to 90 days before departure - IstraTerra is entitled only to the administrative costs in the amount of EUR 20 per person
- 90 to 30 days before departure - IstraTerra is entitled to 30% of the tour price
- 29 to 15 days before departure - IstraTerra is entitled to 50% of the tour price
- 14 to 8 days before departure - IstraTerra is entitled to 70%

of the tour price

- 7 to 1 days before departure - IstraTerra is entitled to 90% of the tour price
- In case of cancellation on the day of departure, after the day of departure or if the customer is unable to take part in the tour, but fails to inform IstraTerra in advance, IstraTerra is entitled to 100% of the tour price.

For package tours by bus of up to 7 days:

- up to 60 days before departure - IstraTerra is entitled only to the administrative costs in the amount of EUR 20 per person
- 60 to 30 days before departure - IstraTerra is entitled to 10% of the tour price (if this amount is lower than EUR 20, IstraTerra is entitled to no less than EUR 20 in any case)
- 29 to 15 days before departure - IstraTerra is entitled to 30% of the tour price
- 14 to 8 days before departure - IstraTerra is entitled to 50% of the tour price
- 7 to 1 days before departure - IstraTerra is entitled to 90% of the tour price
- In case of cancellation on the day of departure, after the day of departure or if the customer is unable to take part in the tour, but fails to inform IstraTerra in advance, IstraTerra is entitled to 100% of the tour price.

For one-day package tours around Slovenia:

- 7 days before departure - IstraTerra is entitled to 20% of the tour price
- 7 to 1 days before departure - IstraTerra is entitled to 50% of the tour price
- In case of cancellation on the day of departure, after the day of departure or if the customer is unable to take part in the tour, but fails to inform IstraTerra in advance, IstraTerra is entitled to 100% of the tour price.

SPECIAL CONDITIONS THAT APPLY TO TOURIST PACKAGES THAT INCLUDE FLIGHTS WITH LOW-COST AIRLINES: tours that include flights with low-cost airlines, which do not allow cancellations of reservations or the transfer of a booking to another passenger, shall be subject to additional conditions in case of cancellation or booking transfer. If an airplane ticket has already been purchased, the cost of the ticket shall be retained by IstraTerra and the latter shall be deducted from the total price of the tour. The customer shall be refunded the remaining amount following the above formula (the total amount - low-cost airline ticket price = basis for refund). IstraTerra must provide a receipt to prove that an airline ticket has already been paid for and allow the customer to inspect it. If no purchase has yet been made by IstraTerra of an airline ticket with a low-cost carrier, these provisions are

redundant.

The customer may terminate the trip at any time after departure or make changes to it at his or her request, which shall be done via a written request for termination or a request for changes to the tour. In this case, the customer is not entitled to any reimbursement of costs, either in part or in full.

GROUP TOURS: The same terms and conditions that apply to package tours shall apply to group tours, unless agreed otherwise with the tour customer.

8. Cancellation or Modification of the Itinerary by the Organizer

IstraTerra reserves the right to cancel a tour due to extraordinary circumstances that could not be avoided and which would have been reason for the organizer to not conclude the contract, if they had been previously known to the organizer (e.g. conflicts in the country of destination, natural disasters ...). IstraTerra also reserves the right to cancel a tour at the latest 8 days prior to the beginning of the tour, if the number of the participants is lower than the minimum required. The minimum number of passengers is listed in the travel itinerary.

IstraTerra reserves the right to change the date and time of departure for a tour or to change the itinerary during the tour due to changes in the availability of airline tickets, flight schedule changes or force majeure, which could not be prevented by IstraTerra, without the customer becoming entitled to any special compensation.

If IstraTerra cancels a tour before the day of departure for any of the reasons mentioned above, the customer has the right to a full reimbursement of the amount paid for the tour. If a tour is interrupted while it is already in progress, the customer has the right to a refund of a proportionate part of the amount paid for the tour, while IstraTerra has the right to retain an appropriate proportionate amount. If changes have to be made to a tour while it is already in progress, IstraTerra must ensure that the itinerary remains as close to the original itinerary as possible.

IstraTerra shall not be responsible for flight delays or cancellations or delay of for delays or cancellations in any other form of transport, such as trains, buses or other forms of public transport, or for changes in the itinerary that would result from such delays or cancellations. In this case, the customer is not entitled to any monetary compensation for an itinerary that was not completed, nor to a subsequent price reduction.

Should unforeseen circumstances prevent the customers from using an accommodation facility, they may be moved to another establishment in the same or higher category in the same destination.

9. Travel Documents/Loss of Documents

Any customer booking travel abroad must have a valid passport or

any other identity document that allows him or her to travel to the country of destination. In the event that a country requires that a passport be valid a minimum amount of time s prior to the date of entry into the country, IstraTerra shall inform the customer of any such requirement. If the event that a country requires a visa, IstraTerra shall inform the customer of any such requirement. A customer may authorize IstraTerra to obtain a visa on behalf of him or her, but IstraTerra cannot give any guarantee that a visa will actually be obtained. IstraTerra must also inform the customer of any mandatory vaccinations, which the customer must receive before departure.

If the customer fails to fulfil any of the entry requirements for a particular country, IstraTerra shall not be liable for the consequences of refused entry or of the early termination of the tour. In this case, IstraTerra shall not have any financial obligations towards the customer, who is not entitled to a refund of the amount paid for the tour or to a reduction in the price.

The personal information provided by the customer when booking the tour must be correct and accurate and if air the tour include air travel, the customer must also provide a copy (or scan) of his or her passport. In the event of a delay, an interruption of the tour or any other additional costs, resulting from incorrect information, the costs shall be covered by the customer.

If the customer's travel documents are lost or stolen during the tour, preventing the customer from continuing the tour or returning to his or her home country, the customer shall replace the documents at his or her cost. The tour manger shall assist the customer with any formalities associated with the replacement of the documents. Should the loss of travel documents result in the suspension of the tour or in changes to the tour, the customer shall not be entitled to any compensation, any partial refund of the amount paid for the tour or any reduction in the price of the tour. The loss or theft of travel documents cannot constitute a reason for changing the travel itinerary for the whole group.

10. Customs and Other Regulations and the Customer's Obligations

The customer shall respect the laws, customs regulations and other regulations in force in any foreign countries that the tour might take place in, as well as those in force in the Republic of Slovenia and the European Union. The customer shall also comply with the general conditions and other rules of any other service providers that may be put in charge of a certain part or aspect of the tour (e.g. the general conditions of airlines, bus operators, the house rules in accommodation establishments ...). It is the sole responsibility of the customer to be familiar with the laws and other regulations related to the tour, but IstraTerra shall inform the customer of any specifics in the legislation of the countries where the tour takes place.

Should the customer be prevented from starting or continuing the tour due to non-compliance with legislation and other regulations,

any resulting consequences or costs shall be the sole responsibility of the customer and the customer shall not be entitled to any refund of any amount already paid for the tour or to reduction in the price of the tour. Should the tour organizer incur any damages as a result of the customer's failure to fulfil his or her obligations, the customer shall be liable for any damages thereby caused.

During the tour, the customer shall not engage in any behaviour that might endanger the health, safety or the lives of the other travellers or otherwise compromise the normal execution of the tour. Should the customer engage in any behaviour that violates this provision, the tour escort or representative of the tour organizer has the right to prevent the customer from continuing the tour. In this case, the customer shall not be entitled to any amount already paid for the tour (other than any charges that are paid on the spot) or to any subsequent reduction in the price of the tour.

11. Travel Immunizations and Other Health Information

Some countries include mandatory vaccinations among their entry requirements, which are not mandatory in the Republic of Slovenia. IstraTerra shall inform the customer in good time before the start of the tour or any such requirements. It is the customer's responsibility to obtain any vaccinations and vaccination certificates necessary to enter the country that the customer is visiting. For detailed information and vaccination appointments, the customer shall contact the Slovenian Institute of Public Health (www.zdravinapot.net).

Should the customer be prevented from starting or continuing the tour due to non-compliance with regulations pertaining to vaccinations, any resulting consequences or costs shall be the sole responsibility of the customer and the customer shall not be entitled to any refund of any amount already paid for the tour or to reduction the price of the tour.

The customer shall follow the instructions of the tour organizer or tour escort concerning health precautions, consuming food and beverages, etc. during the tour. If the customer fails to perform due diligence or comply with the instructions of the tour escort, the customer is solely responsible for any consequences for his or her health. It is recommended that the customer purchase health insurance with assistance abroad, before traveling to countries outside the European Union. The insurance arrangements can be made by IstraTerra, upon the customer's request.

12. Baggage

The transport of baggage within a certain weight limit set by the air carrier is free of charge. Any baggage in excess of the free allowances is subject to excess baggage charges, which shall be paid by the customer. IstraTerra shall inform the customer in

advance of the free baggage allowances for each carrier. IstraTerra is not responsible for lost or damaged baggage. The customer is responsible for filing a claim for lost or damaged baggage with the air carrier. The customer shall inform the tour escort of any lost baggage and the tour escort shall assist the customer in filing a claim for lost baggage. While traveling by air, the air carrier is responsible for the customer's baggage, in accordance with the rules and regulations that apply to international air travel. While traveling by any other forms of transport and during any other part of the tour, the customer accepts full responsibility for any baggage that is lost or damaged.

13. Information before departure

Upon booking, the customer shall be issued a booking confirmation, which shall be signed by the customer. The booking confirmation is issued in two copies, one for the customer and one for IstraTerra. Upon booking, the customer shall also be issued a travel itinerary and key information he or she might need, such as the entry requirements of the destination country, etc.

The customer shall be informed of the exact date and time of departure and return by mail or e-mail no later than 7 days prior to departure. Should the customer not receive any communication regarding the exact date and time of departure and return within the time period mentioned above, we advise the customer to contact IstraTerra.

Any information provided to the passenger regarding the forecast weather conditions for the time of the tour is subject to change and IstraTerra accepts no responsibility for inaccurate weather forecasts.

In case of doubt, any information provided to the customer in writing shall prevail over any oral agreement.

14. Customer Complaints

IstraTerra accepts full responsibility for the services listed in the itinerary and for ensuring the quality of the services. If a particular service was not provided or if the quality of the service was lacking, the customer has the right to file a complaint.

The customer shall submit any complaints to the tour escort or to a representative of IstraTerra at the time when the reason for the complaint arises. If the reason for the complaint is such that it could have been resolved on the spot (e.g. by cleaning the customer's room or providing the customer with a more suitable seat on a plane or a bus ...), and the customer fails to immediately inform the tour escort of any issue, it shall be deemed that the customer has accepted the service as it is and thus lose the right to later claims. If the complaint could not be resolved on the spot, the customer has the right to file a complaint with

IstraTerra within two months after the end of the tour either in writing by mail or in person at the IstraTerra branch office.

IstraTerra will not accept any complaints filed by the customer after the deadline.

If part of an itinerary or a specific service was not provided due to circumstances solely attributable to the fault of IstraTerra, the customer has the right to a proportional reduction in the price of the actual value of the itinerary or service.

15. Transitional and Final Provisions

All customers travel on their own risk and assume all responsibility for the consequences of their actions during the tour. If there are minors in the group, their legal representative or the person accompanying them while traveling (in the case of school trips) assumes all responsibility for them during the tour. IstraTerra or the tour escort/tourist guide shall be in any case free of any responsibility in relation to members of the group who are minors.

These General Terms and Conditions constitute an integral part of the travel contract entered into by IstraTerra and the customer at the time of booking.

The parties shall attempt to resolve any dispute amicably. If a dispute cannot be resolved amicably, the matter shall be referred to an appropriate court.

Koper, 05.25.2015 IstraTerra, so.p.