

Terms and Conditions at Con Sole

Please take time to read the Terms and Conditions. A copy of the Terms and Conditions will also be sent to you by e-mail after you have submitted a reservation form on-line, so that you have a copy for your records.

1. Our Joint Agreement

To make a Booking

1. Telephone or e-mail for a printed brochure to be posted to you, which includes a Booking Form and payment instructions, OR you can download our brochure from the website.

You will need to telephone or e-mail us first to check the availability of your chosen dates before booking.

2. You can also book on-line at our website at www.con-sole.hr You will first need to fill in the Reservation Form on-line to check the availability of your chosen dates, OR you can

3. e-mail of phone us first to check.

If booking on-line at the website you will receive instructions to pay your deposit, which can be paid by Bank Transfer.

The balance is due 5 weeks before your due date. Full instructions to make payment will be sent to you either by post or e-mail, depending which method you have used.

2. Holiday Insurance

It is a condition as part of our holidays that you acquire adequate insurance cover. This must include repatriation, medical and personal cover. If taken out at time of booking, this will provide cancellation cover from that date.

We cannot be held responsible for flight delays or cancellations. Therefore it is important that your travel insurance covers this.

3. Price

We guarantee that the price of your holiday will not be subject to any surcharges once booking has been confirmed, except as a result of an increase in taxes.

4. If we cancel your booking

If, in the unlikely event, we find it necessary to cancel a booking we will make every effort to offer a

suitable alternative. If this is not acceptable to you we will offer a full refund of monies paid to that point.

5. Special circumstances for us to cancel your holiday

We will not cancel your holiday after the date when the balance is due unless it is necessary due to: Hostilities, political unrest or circumstances arising to force majeure, you default on payment of the outstanding balance when cancellation charges will apply.

FORCE MAJEURE is the unusual and unforeseen circumstances beyond our control, the consequences of which neither we or our suppliers could avoid, examples of which are war, terrorist activity, industrial disputes, natural or nuclear disaster, fire or adverse weather conditions and other similar events beyond our control.

6. If you cancel your booking

If for any reason you cancel your holiday after we have issued the holiday receipt, you must notify us in writing by e-mail at: vto@con-sole.hr , or by telephone at +385 23 647284.

The cancellation of your holiday comes into effect upon receipt of the date of your e-mail notification and the following cancellation charges will be due:

- Up to 5 weeks before commencement date Deposit only
- 56 – 28 days before commencement date 50%
- 27 – 14 days before commencement date 80%
- Less than 14 days before commencement date 100%

Providing reasons for cancellation falls within the terms of your holiday insurance you will be able to reclaim these charges.

7. Changing your booking details

We realise that occasionally you may wish to make minor changes to your booking which do not involve a change of date. Wherever possible we will endeavor to make these changes, subject to availability, and you will be liable to pay any costs which result.

8. Liability

Please note we cannot be held responsible for any loss or damage to personal property (please check your holiday insurance for your cover details).

9. Flights

We do not provide flights. Please try to book your flights for arrival and departure to fit with the itinerary if possible. This may not always be possible for some people and it may be easier to arrive a day earlier and stay overnight in Zagreb before the start of your holiday. We can arrange for overnight accommodation in these instances.

10. Your responsibility

You agree to follow the advice of ourselves, the hotelier, comply with local codes of conduct, follow the country code and act sensibly and prudently always.

You also agree to indemnify us from all loss and/or damage arising from any act of default on your part. Please ensure your passport is in order and is valid for at least another 6 months from the commencement date. Non-EC residents should check visa requirements.

You should obtain a form for you health cover out of your country.

It is also your responsibility to advise us in writing at the time of booking, of any medical condition or other ailment, allergy, disability / access needs, special dietary needs.

11. Complaints

If you have a complaint whilst on tour it your responsibility to inform us at the time. Failure to allow us to rectify the complaint may result in you losing any legal rights regarding the particular matter. Should we be unable to rectify the matter locally, written details by e-mail must be received within 7 days.



Thank you for taking the time to read our Booking Conditions. It contains important information and can help to reduce any confusion.

Con Sole
travel agency