



TRANSPORT TERMS AND CONDITIONS

BLUE DANUBE TOURS s.r.o.

Vajanského nábrežie 7, 811 02 Bratislava, Slovakia, ID: 31407757, VAT: SK2020307773

www.bluedanube.sk

Ticket reservation

You can book your tickets at BLUE DANUBE TOURS on www.bluedanube.sk.

Booking validity

Booking is valid 72 hours from check-in. Within 72 hours, you must send a binding order in writing (for groups of 10 people) or settle a booking. By booking settlement or sending a written order, the Customer / Passenger agrees to General Transport Terms and Conditions of the Slovak Shipping and Ports – Passenger Shipping, Inc.

Terms of payment

Tickets can be purchased:

1. Online at www.bluedanube.sk
2. Wire transfer to BLUE DANUBE TOURS bank account on the basis of an advance payment invoice. With groups of 10 and more people for hydrofoil cruises with received binding order, buyer/passenger receives an advance payment invoice. The payment is only possible by wire transfer.

Change of the cruise date

Change of the cruise date from part of the buyer/passenger after receiving a written order or with already purchased tickets is possible for a fee :

Sightseeing cruises:

when the cruise date is changed no later than 1 hour before the departure for a fee of € 5.00 / person, after that the change is impossible.

Speedboat cruises:

when the cruise date is changed no later than 48 hours before the departure for a fee € 10.00/person, after that the change is impossible. The change of the date is possible only when the ticket and the tax receipt are presented.

Travel Ticket / Voucher / Checkbook

The travel ticket can only be used for the line or cruise on which it was issued. Passengers are required to keep a ticket during the whole trip until they leave the port. If the passenger can not prove a valid ticket, the ticket price will be charged + a fine of full fare. By purchasing a ticket, passengers agree with the General Transport Terms and Conditions.

Cancellation conditions

Sightseeing cruises:

- For individual passengers (up to 10 persons)
If a ticket is returned at least 1 hour before the trip, the passenger is entitled to obtain the refund of the fare, reduced by 25%. If a passenger returns a ticket less than an hour or does not board the cruise, he / she is not entitled to a refund.

- For groups (from 10 persons)

Withdrawal	Cancellation Fee
within 30 days prior to shipping	without charge
30 - 15 days prior to shipping	30%
14 - 9 days prior to shipping	50%
8 - 3 days prior to shipping	75%
2 days or less prior to shipping	100%
Non-shipping	100%



International cruises by hydrofoil:

• For individual passengers (up to 10 persons)	Cancellation Fee
Withdrawal within 48 hours prior to shipping	50%
Withdrawal within 48 hours and less prior to shipping	100%
Non-shipping	100%
• For groups (from 10 persons)	Cancellation Fee
Withdrawal within 30 days prior to shipping	without charge
Withdrawal 30 - 4 days prior to shipping	50%
Withdrawal 3 days and less prior to shipping	100%
Non-shipping	100%
Editing the number of passengers in the group up to 3 days prior to departure	Cancellation Fee
up to 5 persons reduction	without charge
every other person	50%
3 days and less prior to departure	100%

Cancellations must be made in writing and the date of delivery is deemed to be the date of the cancellation. Travel tickets purchased via internet the amount is refundable, only in cases that are specified in the General Transport Terms and Conditions (Force Majeure).

Transportation

a/ **Luggage:** a passenger is entitled to take his luggage without payment if it is easy to carry, if it is not submitted to special regulations and if it can not cause damage or dirt to other passengers, to the vessel or to its interior: a maximum weight 15 kg on a hydrofoil and a maximum weight 25 kg on a sightseeing boat. The passenger has to pay to the carrier €1,- for every kg of overweight.

b/ **Bicycles:** admitted only when the vessel is not fully occupied, subject to prior booking.

c/ **Animals:** a dog transport is allowed under defined conditions and for a fee of € 3,-. Transportation of a guide dog for a blind person is free of charge. The carrier reserves the right to refuse a transportation of a dog. The passenger is required to report the dog's transportation along with the cruise booking. A dog must wear a muzzle and be on a leash at all times; in international transport valid documents are required.

d/ **Passengers with reduced mobility:** Passengers with reduced mobility are transported under the same conditions as other passengers. In case of special care for persons with reduced mobility when boarding or leaving the ship, please inform the travel agency's staff when booking a cruise or before buying a ticket.

e/ **Wheelchair passengers:** Ships and platforms of the Slovak Shipping and Ports – Passenger Shipping, Inc. are adapted to barrier-free access to the ship, but some transitions between the ship and the platforms are difficult for wheelchair users. For individual passengers, we are able to help you get on board in advance when you check in.

Stay and safety on the ship

Check-in and boarding begin 15 minutes before the scheduled departure of the ship and end with the scheduled departure of the ship. Upon expiry of the above mentioned limit, passengers are no longer entitled to shipping and are without any entitlement to refund or change of booking. Please, contact the travel agency about the platform and the name of the ship on the day of cruise.

Every passenger is entitled to a free seat selection. The seat booking is not possible.

Passengers are obliged to have valid travel documents (passport or ID card) when travelling abroad.

Passengers are obliged to follow instructions and orders of the crew of the vessel, which strives to ensure his safety and the safety of other passengers or the safety and continuity of operation of the vessel itself.



The captain is entitled to exclude such persons from the transport that are under the influence of alcohol and other drugs or their behavior offends public or can threaten order, property located on board of the vessel or the life and health of passengers and the crew members.

Force majeure

In the event of timetable alterations due to force majeure (unfavourable water conditions, fog, etc.), technical reasons (boat, lock chambers) or halting cruises on the Danube by competent authorities, we will provide the passenger with:

- a/ alternative transportation provided the client had a return ticket purchased,
- b/ if the passenger does not travel, we will refund the full amount or offer an alternative term.

Reimbursement of damages caused to the carrier

The passenger who causes damage to the carrier is obliged to replace this damage in its full extend.

Insurance

The carrier has a statutory contracted liability insurance policy.
The complete version of General Transport Terms and Conditions are upon your request at our travel agency.

All prices include VAT.

Company BLUE DANUBE TOURS, reserves the right to change prices, terms and schedules in view of facts not known at the closing time of the Cruise Timetable 2019.