



Owner/Travel Advisor: Jessica Cerovic
Website: www.northcoastcroatia.com

Email: hello@northcoastcroatia.com
Phone: 703-582-4331

Your Agreement with *North Coast Croatia* and *Travel Planners International*

Before we make or finalize arrangements for your trip, we require that you sign below. Your signature will signify your agreement with the following terms and conditions on behalf of yourself and all members of your traveling party:

1. Agent for Suppliers: North Coast Croatia and Travel Planners International, Inc. (collectively “we” or “us”) act as sales agent for any airline, hotel, car rental company, tour operator, cruise line, or other service provider named in your itinerary or confirmation (“Suppliers”). We are not responsible for the acts or omissions of the Suppliers or their failure to adhere to their own schedules, provide services or refunds, financial default, or failure to honor future trip credits. In the event that a Supplier defaults prior to providing the service to you for which payment has been made, the sole recourse for refund shall be with the defaulting Supplier, from insurance covering such defaults if any, or from other responsible third party. We have no special knowledge regarding the financial condition of the Suppliers and no liability for recommending a trip credit in lieu of a refund.

2. Commission: North Coast Croatia is paid commission by some, not all, Suppliers. This commission amount changes depending on the Supplier, anywhere from 5-20%. This may or may not affect your total cost(s) to the Supplier.

Examples that DO pay commission are: First Class Flights, Hotels, Villas, Cruises, Tours, Rental Cars and Travel Insurance.

Examples that DO NOT pay commission are: Economy and Business Class Flights, Consumer to Consumer Rental Platforms (Airbnb, Booking, Vrbo, etc.), Transfers, Bus/Ferry/Train/Show/Concert/Game Tickets and Restaurant/Spa/Golf Reservations.

North Coast Croatia gets paid commission by Suppliers **AFTER** you travel, which is one reason why to get things started we require upfront payment of professional service fees.

3. Professional Service Fees: In addition to each Supplier's cost and fees, our agency charges professional service fees for the many hours spent researching, planning, booking, communicating and reconfirming with suppliers on your behalf. *Fees are per trip. All our fees are non-refundable.*

OPTION 1

Custom Itinerary Fee WITHOUT Any Bookings:

Starting at **\$500**

- **North Coast Croatia makes no commission.** Includes research and planning of a detailed day to day trip schedule and Google Map with links, approximate travel times, hotel suggestions, points of interest and restaurant recommendations for **1-7 nights at 1 (or 1st) location.**

OPTION 2

Custom Itinerary Fee WITH All Bookings:

Starting at **\$100**

- Includes research, planning and booking of a detailed day to day trip schedule and Google Map with links, approximate travel times, restaurant recommendations and **ALL BOOKINGS** of your trip for **1-7 nights at 1 (or 1st) location for 1-9 people.**

OPTION 3

Custom Itinerary Fee WITH All Bookings & Concierge Services:

Starting at **\$300**

- Includes research, planning and booking of a detailed day to day trip schedule and Google Map with links, approximate travel times, restaurant recommendations, **ALL BOOKINGS** and **Concierge Services** of your trip for **1-7 nights at 1 (or 1st) location for 1-9 people.**

**If you want to use frequent flyer miles or hotel points you must book your flights and/or hotels yourself, however, North Coast Croatia will book all other remaining components.*

***For 8 nights or more trip length, 2 or more locations and/or groups of 10 or more people, pricing will be given on a case by case basis.*

Bookings Include:

Flights

Accommodations

Cruises/Boat Charters

Tours/Excursions/Activities

Transfers

Rental Cars

Bus/Ferry/Train Tickets

Travel Insurance

Concierge Services Include:

Restaurant/Spa/Golf Reservations

Show/Concert/Game Tickets

24 Hour Chat Support During Travel

THE TRAVEL PLANNING PROCESS:

1. Onboarding - When you are ready to move forward, sign and return the Client Services Agreement. I will then send you an invoice from PayPal for the services fee. Once this is paid, I will add your travel dates to my client calendar.

2. Research & Decision Making – Destination research and itinerary creation are done for you. *The fun begins here!* You will be given several options to compare which are best for your trip. If you chose OPTION 2 or 3, supplier negotiations and pricing are also all handled for you.

3. Preliminary Outline - Time to review a preliminary outline of your itinerary based off of your decisions with an opportunity to make any adjustments. Your itinerary is 100% customizable to ensure this getaway is tailored perfectly to your vision.

4. Booking (*only for OPTION 2 or 3*) - A final review of all details for accuracy to ensure all details are exactly as you wish. Once I get confirmation you are ready to book, please sign and return the *Credit Card Authorization Form* and *Travel Protection Option Form* and only then will I apply the approved payments toward your trip.

5. Final Itinerary Presentation - Receive your personalized, day to day, custom travel itinerary and Google Map with links, travel times, restaurant recommendations and more to your email. Printable and viewable on computers, tablets and smartphones. If you chose OPTION 2 or 3, you will also receive all booking confirmations, vouchers and tickets. Download the [Trip Plans](#) app to your phone to view your itinerary, receive real-time updates, access documents and chat with me.

6. Concierge Support (*only for OPTION 3*) – 24 hour chat support during your trip, in case plans change or issues arise to ensure a smooth and stress-free journey.

We are free to accept your offer on behalf of the relevant Supplier or reject it at our sole discretion. We accept all major credit or debit cards with a verifiable billing address. You hereby authorize us to process the charge to the credit or debit card you provide to us for the total amount of your booking and our professional services. The terms of your booking (such as price, availability and/or date of travel) are not guaranteed until the ticket or confirmation number is issued. Please note that once you have completed the booking, you can only cancel or change the details (such as names or destinations) of your booking at our sole discretion and in accordance with these and the Suppliers' terms and conditions. Travel arrangements involving airline and cruise components are subject to Suppliers' supplemental price increases that may be imposed by the Supplier and/or government, even after you have completed your purchase. You hereby consent to any such price increases and authorize your credit or debit card to be used for them. Suppliers have their own contracts covering cancellation penalties and other terms and conditions, and you may be bound by those contracts regardless of whether you receive notice of their terms.

5. Travel Insurance: For your protection, we strongly recommend that you purchase trip cancellation and travel accident insurance. Please note that, unless you buy a cancel-for-any-reason policy, most policies have a specific clause stating they do not cover epidemics and pandemics, especially when travel warnings are in place. We are not qualified or authorized to answer technical questions about benefits, exclusions, and conditions of any of the insurance offered, nor evaluate the adequacy of your existing insurance coverage. No representation or description of the insurance made by our staff constitutes a binding assurance or promise about the insurance. You agree to hold us harmless for your election not to purchase travel insurance or for any denial of claim by travel insurer as it relates to COVID-19 or any other claim under the policy.

6. Credit Card Rights: We strongly recommend that you use a credit card for your purchase, so that you can exercise your rights under the Fair Credit Billing Act if you do not receive the services you purchased. However, if we are the credit card merchant, our role is to facilitate the sale, collect funds on your behalf, and remit those funds to the Supplier. If the Supplier does not provide the services, your only recourse would be against the Supplier, and you agree not to initiate a chargeback against us.

To protect our customers, we verify with the credit/debit card company that the billing address and credit card verification number you provided to us is accurate and that your debit/charge will be accepted. Until such information is verified, the fare is subject to change. We are not responsible for any transaction that is declined based upon a credit/debit card that is declined by the issuing company or a travel provider or if, for any reason, the debit/credit card billing address and/or credit card verification number cannot be verified in a timely manner, nor are we responsible for any changes in fare or any other charges that may occur during our verification process. In the event the fare selected is not available, an approval code may have been issued on your credit card. If the transaction is not completed the approval code may temporarily debit the amount from your bank account.

7. Review Your Travel Documents Immediately: Once tickets and confirmations have been issued, it is your responsibility to review and inform us of any errors. Suppliers may have penalties for modifications or refunds. We do not have control over printed prices on the tickets, although some tickets may have BT (Bulk fare) printed on them, and some may have a specific value on them, which may be different (lower or higher) than the fare collected.

8. Driver's Licenses, Passports, Visas, and Other Foreign Entry Requirements: *It is your responsibility to obtain and carry a valid passport, visa(s), and all other documents required by applicable government regulations.* Beginning in May, 2025, you must present a driver's license or another form of identification that complies with the requirements of the Federal Real ID Act (see <https://www.dhs.gov/real-id> for more information). If traveling internationally, you must have a valid passport and, depending upon the destination and nationality, you may need to obtain one or more visas, even for countries that you transit for a flight change. Beginning in Fall 2026, in order to travel to European Union countries you must apply for an ETIAS Travel Authorization (see https://travel-europe.europa.eu/etias_en for more information). The name,

date of birth and gender that appears on the identification card **must exactly match** the same such data that is listed on airline ticket(s) and booking records. We strongly recommend that you take into account that certain countries will not admit a passenger if their passport expires within six (6) months of the date of entry. Non-United States citizens may require additional documentation. Children and infants also require all such travel documents. Minors traveling with one parent, and/or without both parents, may be stopped and not admitted, unless authenticated and verified consent forms are provided to the authorities. Parental or legal guardian consent must be provided to the supervising adult/group leader. You acknowledge any failure to strictly comply with these requirements may result in denied boarding or an undue delay at an airport security checkpoint causing you to miss flight(s), and subsequent scheduled travel bookings on cruises and tours. Check each Suppliers' website to ensure you and all members in your travel group or party obtain and carry travel documentation required. Each foreign country holds different views of past criminal offenses, whether within or outside of their boundaries. If you have a current or past offense, and you are unsure how the country you are traveling to (or through) views that offense, please contact that country directly for entry and exit requirements. We feel it is an invasion of privacy for any member of our staff to make such an inquiry.

9. Other Risks of Travel and Release: We assume no responsibility for and shall not be liable for the acts or omissions of any party not under our control, or any acts of God, unsafe conditions, terrorism, health hazards including pandemics, illnesses, weather hazards, or the suitability for a disabled person of any portion of any trip. We have no special knowledge of dangers during travel or at destinations. For information related to such dangers, we recommend going to the State Department travel website at www.travel.state.gov, click on "Find International Travel Information" then click on "Country Information", and fill in the name of the destination country. For medical and health information, we recommend going to the Centers for Disease Control website at <https://wwwnc.cdc.gov/travel>, then click on "Destinations" and scroll to the name of the destination country. It is your personal decision to travel, and you are doing so with full knowledge of current travel recommendations and travel restrictions with regards to the risks of COVID-19. YOU HEREBY EXPRESSLY ASSUME ALL OF THESE RISKS AND DANGERS, AND YOU HEREBY EXPRESSLY AGREE TO FOREVER RELEASE, DISCHARGE AND HOLD US, AND OUR AGENTS, EMPLOYEES, OFFICERS, DIRECTORS, ASSOCIATES, AFFILIATED COMPANIES, GUIDES, GROUP LEADERS, AND SUBCONTRACTORS HARMLESS AGAINST ANY AND ALL LIABILITY, ACTIONS, CAUSES OF ACTIONS, SUITS, CLAIMS, AND DEMANDS OF ANY AND EVERY KIND AND NATURE WHATSOEVER WHICH YOU NOW HAVE OR WHICH MAY HEREAFTER ARISE OUT OF OR IN CONNECTION WITH THESE RISKS AND DANGERS.

10. Claims Deadline and Exclusive Jurisdiction: You agree to present any claims against us within 30 days after your trip ends and to file suit within one year of the incident, and you acknowledge that this expressly limits the applicable statute of limitations to one year. You agree that the courts in the United States and state of Florida will be the exclusive jurisdiction for all claims brought by you against North Coast Croatia, and that the courts in Orange County, Florida, will be the exclusive jurisdiction for all claims brought by you against Travel Planners International, and you hereby submit to the personal jurisdiction of those courts.

FL Seller of Travel License: TI101955

Signature: _____

I wish do not wish to receive information about travel insurance.
If you decline, we will ask you to sign a separate form stating that you choose not to buy insurance or that you have your own trip cancellation and travel accident insurance.

Print Name: _____

Date: _____