

Terms and Conditions for Sanya, obrt za usluge (Trading name: Sanja - Tour Guide in Split)

1. Introduction

By booking a walking tour with Sanya, obrt za usluge (Trading name: Sanja - Tour Guide in Split) ("I," "my," or "me"), you ("you" or "the participant") agree to these Terms and Conditions. Please read them carefully before booking your tour. These Terms and Conditions are binding upon all participants in the tour.

2. Booking options, Booking confirmation and Payment options

To book a tour, you must contact me directly by email or contact form on my website (www.tourguideinsplit.com). Once we agree on the date, time, and details of the tour, I will confirm your booking. You may also book a tour on my website by clicking the button "Book now". After you choose the date and time slot that suits you most, as well as preferred payment method, you will get instant confirmation of your booking via email.

Available payment options are: cash on the day of the tour or credit/ debit card payment in advance. Card payment is non-refundable. It is enabled and secured by Setmore through Stripe.

For groups larger than 15 persons and partner travel agencies, the only booking option is contacting me directly by email or contact form on my website. In this case, available payment options are: credit/ debit card payment or bank transfer in Euro currency before the day of the tour (both non-refundable).

3. Safety and Liability

Participant Responsibility: You acknowledge that participation in a walking tour involves inherent risks, including but not limited to walking on uneven surfaces, stairs, and potentially slippery areas. You are responsible for your own safety and agree to follow all safety instructions provided by me.

Health Considerations: It is your responsibility to ensure that you are physically capable of participating in the tour. If you have any health concerns or conditions that could affect your ability to participate, you should consult with a healthcare professional before booking the tour.

Liability Disclaimer: By participating in the tour, you accept responsibility for any injury, loss, or damage to your property, or any other issues arising from your participation. Sanya, obrt za usluge is not responsible for injuries or accidents that occur during the tour.

4. Cancellations

Cancellation by Participant: You may cancel or reschedule your booking up to 24 hours before the scheduled tour. Please inform me as soon as possible if you wish to cancel or reschedule your booking. Card payments are non-refundable no matter when the cancellation is done.

Cancellation by Sanja - Tour Guide in Split: I reserve the right to cancel a tour at any time due to unforeseen circumstances (for example, illness or bad weather). You will be notified as soon as possible. In this case, card payment is fully refundable.

5. Jurisdiction and Governing Law

By booking and participating in the tour, you agree that any legal dispute, claim, or action arising from or related to these Terms and Conditions shall be governed by the laws of Croatia. You further agree that any legal action or proceedings related to your booking or participation in the tour will be brought exclusively in the courts located in Split, Croatia, and you consent to the jurisdiction of such courts.

6. Privacy and Data Protection

I respect your privacy and am committed to protecting your personal data. Any personal information you provide to me will only be used for booking purposes and in accordance with applicable privacy laws. I comply with the General Data Protection Regulation (GDPR) and take appropriate measures to ensure your data is handled securely and responsibly.

7. Force Majeure

Sanya, obrt za usluge is not liable for any failure or delay in performing its obligations under these Terms and Conditions due to events outside of its reasonable control.

8. Conduct During the Tour

Participants are expected to behave in a respectful and appropriate manner during the tour. Any participant who behaves in a disruptive or unsafe manner may be asked to leave the tour.

9. Changes to Terms and Conditions

I reserve the right to amend or update these Terms and Conditions at any time. Any changes will be posted on my website, and it is your responsibility to review the Terms and Conditions before booking your tour.

Contact Information:

Sanya, obrt za usluge
Trading name: Sanja - Tour Guide in Split
Email: sanja.tourguide@proton.me
Phone Number: +385981776665
Website: www.tourguideinsplit.com

Last updated: 20.12.2025.

This document is written electronically and is valid without signature.

Acknowledgment

By booking and participating in my walking tours, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.