



1. General Terms and Conditions

Wandering Fig is a brand name of FAST LANE j.d.o.o. za usluge (OIB: 35786170284 · MBS: 04994779), Jablanska ulica 54, 10000 Zagreb, Croatia. We act as an inbound high end - luxury travel agency.

Working hours are 09:00am – 17:00 Croatian time.

2. Services

We use only 4- and 5-star hotels, private transfers in air-conditioned, non-smoking vehicles, and licensed local guides.

All itineraries are individually created and agreed upon in writing.

3. Payments & Changes

- A non-refundable deposit of **30%** is due once the itinerary is agreed, to reserve hotels and services.
- Final payment is due **45 days before trip start**. After that, no changes to itinerary are possible, except in cases of force majeure (weather, natural disasters, etc.).
- If changes due to force majeure occur, The agency will provide an equivalent alternative service or refund for the affected part.
- **Cancellation by the Customer (The "Standard" Rule)**
- The law does not mandate a "standard" number of days for a 100% free refund if you simply change your mind. Instead, it allows agencies to set their own "reasonable" termination fees, provided they are clearly stated in the contract.
- However, standard practice in Croatia and Wandering Fig for package tours is:
 - 90–60 days before: Often a full refund minus the non-refundable deposit (30%).
 - 60 -45 days before : 50% refund minus non refundable deposit
 - 45 days before the travel and after the second payment – no refund

When customers ARE Entitled to a Full Refund (By Law)

- Under the Act, customer has the right to cancel and get a 100% refund (within 14 days of cancellation) in these specific scenarios:
- Unavoidable & Extraordinary Circumstances: If "extraordinary circumstances" occur at the destination or its immediate vicinity that significantly affect the trip (e.g., a natural disaster, war, or a major health crisis), you can cancel for a full refund without paying any fee.



- Significant Changes to the Package: If the agency significantly changes any "main characteristics" of the trip (e.g., different city, lower-category hotel, or changing the date), you can refuse the change and demand a full refund.
- Price Increase over 8%: If the agency raises the price of the package by more than 8% (due to fuel costs or taxes), you have the legal right to cancel for a full refund.
- Transfer of Contract: If you can't go, you have the right to transfer your booking to another person (who meets the requirements) as long as you notify the agency at least 7 days before the start.
- If the Agency Cancels
 - If the agency cancels the trip (e.g., because they didn't meet the minimum number of passengers), they must:
 - Refund you in full within 14 days.
 - Provide the refund in cash/original payment method. They cannot force you to take a voucher unless you explicitly agree to it in writing.

4. Insurance Requirements

- Under Croatian law (Law on Tourist Activities / "Zakon o pružanju usluga u turizmu"), the agency is **required to advise client** to get the insurance package. This package should include, at minimum:
 1. Health insurance during the stay / trip
 2. Accident insurance
 3. Insurance for loss or damage of luggage
 4. Trip cancellation insurance
 5. Assistance insurance / repatriation in case of illness or accident
- The insurance is **not provided or included in the basic price of the travel arrangement** and must be purchased separately in the clients country if the client wishes.

5. Insolvency / Guarantee Insurance

- FAST LANE j.d.o.o. holds the required guarantee insurance (osiguranje jamstvenog fonda / osiguranje garancije) as mandated for travel agencies under Croatian tourism law, to cover clients in the event of insolvency of the agency.



- Clients who have paid deposits or are already traveling are protected under this insurance guarantee.

6. Liability & Claims

- Wandering Fig / FAST LANE are intermediaries and guarantee selection of high quality providers but are not responsible for every aspect outside our control (e.g. acts of third party suppliers).
- In case of complaints, clients must lodge them in writing as soon as possible, ideally during the trip at the relevant service provider, and if unresolved, within a reasonable time after return (e.g. 7-14 days, as agreed in specific program). Documentation (photos, receipts) helps.
- Jurisdiction is the courts in Zagreb (or another agreed location in Croatia), under Croatian law.

HR Croatian Hrvatska Verzija / Uvjeti i OIBavezne Klauzule o Osiguranju

1. Opće

Wandering Fig je brend tvrtke FAST LANE j.d.o.o. za usluge (OIB: 35786170284 · MBS: 04994779), Jablanska ulica 54, 10000 Zagreb, Hrvatska. Pružamo inbound luksuzne turističke usluge.

2. Usluge

Radimo isključivo s hotelima kategorije 4* i 5*, privatnim transferima u klimatiziranim, nepušačkim vozilima te licenciranim lokalnim vodičima. Svi itinerari su individualno kreirani i potvrđeni pisanim dogovorom.

3. Plaćanja i izmjene

- Nepovratan depozit od **30%** plaća se nakon što je itinerar dogovoren, da bismo rezervirali hotele i usluge.
- Konačna uplata mora biti izvršena **45 dana prije početka putovanja**. Nakon toga, itinerar se ne može mijenjati, osim u slučaju više sile (vrijeme, prirodne katastrofe i slično).
- Ako do promjena dođe zbog više sile, Wandering Fig će osigurati ekvivalentnu zamjensku uslugu ili povrat sredstava za pogođeni dio usluge.

4. Osiguranje

- Prema Zakonu o pružanju usluga u turizmu, agencija je dužna **uputiti na paket putnog osiguranja** jkoi klijent plaća u zemlji svog domicila. Taj paket mora uključivati minimalno:



1. Zdravstveno osiguranje za vrijeme putovanja / boravka
 2. Osiguranje od nesreća
 3. Osiguranje prtljage u slučaju gubitka ili oštećenja
 4. Osiguranje za otkaz putovanja
 5. Osiguranje pomoći / repatrijacije u slučaju bolesti ili nesreće
- Klijent potpisom ugovora potvrđuje da mu je ovaj paket osiguranja ponuđen.
 - Osiguranje **nije uključeno** u osnovnu cijenu aranžmana (osim ako nije drugačije dogovoreno), i mora se platiti zasebno ukoliko ga klijent želi.
 - Osiguranje za otkaz putovanja obično se mora sklopiti prilikom rezervacije / potpisivanja ugovora i ne može se naknadno dodati (ili je taj dodatak ograničen).

5. Osiguranje u slučaju insolventnosti / jamstvo

- FAST LANE j.d.o.o. ima obavezno osiguranje jamstvenog fonda (garancijskog osiguranja) kako to propisuje Zakon, koje štiti klijente u slučaju insolventnosti agencije.
- Klijenti koji su platili depozit ili su već na putovanju zaštićeni su ovim jamstvenim osiguranjem.

6. Odgovornost i žalbe

- Wandering Fig / FAST LANE djeluju kao posrednik, jamče odabir kvalitetnih pružatelja usluga, ali nisu odgovorni za oblasti izvan vlastite kontrole (npr. činovi trećih strana).
- U slučaju reklamacije, klijent je dužan podnijeti je pismeno što je prije moguće, idealno tijekom putovanja kod pružatelja usluge, a ako se ne riješi, u razumnom roku nakon povratka (npr. 7-14 dana, prema dogovoru programa). Dokumenti (fotografije, računi) pridonose rješavanju.
- Nadležnost su sudovi u Zagrebu (ili drugo dogovoreno mjesto u Hrvatskoj), prema hrvatskom zakonodavstvu