

Article 1 – Scope of Services

Each guided walking tour offered by Dubrovnik Walking Tours constitutes a complete travel service package, which may include various components deemed necessary or appropriate for the proper execution of the tour.

The primary service component is the guided walking experience, conducted in accordance with standard operational procedures and applicable legal regulations.

Ancillary services, which may include, but are not limited to, administrative coordination, guidance, documentation, and logistical arrangements, are incorporated as integral elements of the tour package.

The company reserves the right to organize, schedule, and execute the services included in the tour in a manner consistent with operational requirements, environmental conditions, and applicable regulatory frameworks.

All services described herein are coordinated to ensure the overall integrity, quality, and continuity of the tour experience.

Article 2 – Documentation and Administrative Compliance

Guests will receive such documentation as is necessary to participate in the tour, including vouchers, schedules, and other informational materials.

All documentation provided is considered part of the contractual arrangement between the guest and Dubrovnik Walking Tours and must be retained for reference purposes.

Guests are advised that compliance with administrative procedures and operational guidelines is necessary to ensure participation in the tour.

The company may, at its discretion, provide updates, clarifications, or amendments to documentation to ensure compliance with legal, regulatory, or operational requirements.

Article 3 – Participant Conduct and Obligations

Guests are expected to conduct themselves in a manner consistent with the operational requirements of the tour, safety regulations, and general standards of conduct.

Timely arrival at all designated meeting points is required to ensure the proper execution of the tour.

Guests are responsible for adhering to all instructions provided by the guides or other representatives of Dubrovnik Walking Tours, including adherence to safety protocols, operational guidance, and procedural instructions.

The company reserves the right to take necessary action in cases of non-compliance, including modification or restriction of participation in certain tour components.

Guests are encouraged to retain this document for reference to ensure clarity regarding their obligations and responsibilities.

Article 4 – Operational and Administrative Procedures

Dubrovnik Walking Tours maintains comprehensive procedures for the organization, scheduling, and execution of all tours, including contingency planning, staff coordination, and risk management.

These procedures are designed to ensure compliance with regulatory obligations, operational efficiency, and the overall quality of the tour experience.

All services described herein are subject to adjustment or modification in response to environmental conditions, logistical considerations, or other operational requirements.

Guests may be notified of such adjustments in accordance with standard communication protocols, and such adjustments shall be considered part of the agreed-upon tour package.

Article 5 – Liability and Risk Management

Dubrovnik Walking Tours maintains liability insurance and operational protocols in accordance with applicable legal requirements.

Guests participate in tours at their own discretion and are encouraged to ensure they meet any personal requirements necessary for participation, including, but not limited to, health considerations, mobility, and preparedness for walking tours.

The company shall not be liable for circumstances beyond its reasonable control, including, but not limited to, environmental conditions, third-party actions, or other unforeseen events.

Guests are encouraged to familiarize themselves with all provisions of this document to fully understand their rights and obligations.

Article 6 – Miscellaneous Provisions

This document constitutes an integral part of the terms and conditions of the tour package purchased by the guest.

Guests are encouraged to retain a copy of this document for their records.

By participating in the tour, guests acknowledge that they have read and understood the provisions contained herein, including those related to operational, administrative, and procedural considerations.

Article 7 – Transport Arrangements

Transport services are provided as part of the travel package to ensure guests arrive on time at the designated meeting point before the tour begins.

Scheduled pick-up points and departure times are as follows:

- **Pošta Lapad bus station** – forty-five (45) minutes prior to the published tour start time
- **Viktorija bus station** – thirty (30) minutes prior to the published tour start time

These services constitute a **one-way transfer** from the specified pick-up locations to the official tour meeting point, located **by the Large Onofrio's Fountain**, just inside **Pile Gate** at the entrance to Dubrovnik's Old Town. Upon arrival, guests should meet our **representative holding a red umbrella** at the fountain. This representative will assist with check-in and provide further instructions.

All guests have transportation included as part of the tour package, regardless of where or through which partner they booked the tour. There are no exceptions or additional charges for the transfer service.

Drop-off will occur **near the Old Town**, typically by the **Hilton Imperial Hotel**. However, the exact drop-off location may vary depending on traffic and operational conditions and may include other nearby accessible points.

Guests are **required to confirm their preferred pick-up location** by emailing **info@dubrovnik-walking-tours.com**