

Complaints Procedure

Edition 16 October 2026 | English

1. Submitting a complaint

A written complaint may be sent to info@croatiacruise.eu or posted to J.E.M. Trade d.o.o., Schiavuzzijev prilaz 30, 52100 Pula, Croatia. Please include your name and contact information, booking reference if available, travel dates, a clear description of the complaint and the remedy you seek. Avoid sending unnecessary passport or card information.

2. Problems during travel

Please inform the cruise manager or onboard representative of a problem as soon as practical so that the operator has a chance to remedy it. This does not waive any right to submit a written complaint or to pursue other legal remedies.

3. Acknowledgement and written response

We will acknowledge receipt and provide a written reply within 15 days of receiving a written consumer complaint, in accordance with applicable Croatian consumer protection requirements. We may request additional information where needed to investigate the matter.

4. Complaint review

Where a complaint concerns the delivery of onboard services, we may need to consult the vessel operator. We will handle the complaint fairly and inform you of our response and any proposed solution. The complaint procedure does not reduce any mandatory contractual or statutory rights.

5. Further assistance and contact

Consumers may seek help from competent authorities or available out-of-court dispute-resolution bodies where applicable. Contact: info@croatiacruise.eu; J.E.M. Trade d.o.o., Schiavuzzijev prilaz 30, 52100 Pula, Croatia.

6. Version

Version: 16 October 2026.