

Cruise Booking Terms & Conditions

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1. About Croatia Cruise

Croatia Cruise is a trading name used by J.E.M. Trade d.o.o., Schiavuzzičev prilaz 30, 52100 Pula, Croatia. J.E.M. Trade d.o.o. offers cruise arrangements to customers in its own name, accepts customer payments and issues invoices for the total selling price. Cruises are operated by the relevant vessel operators or service suppliers. The identity of the operating vessel and cruise programme is shown in the offer or booking documentation. These terms describe our standard commercial conditions; any mandatory rights available to travellers under applicable law prevail.

2. Inquiries and booking confirmation

Cruise availability and published prices are on request and subject to written confirmation. Sending an inquiry does not reserve or block a cabin or create a confirmed booking. A booking is confirmed only through written acceptance and the booking procedure stated in our confirmation. Customers should verify their dates, passenger details, selected cabin category, and inclusions before making payment.

3. Prices and included services

Prices are stated in EUR and are per person based on double occupancy unless expressly indicated otherwise. Each programme and written offer identifies included and excluded services. Port and tourist taxes, excursions, drinks, transfers, insurance, single supplements or other extras are not included unless specifically stated. Published discounts apply only under the conditions and validity dates stated in the offer.

4. Deposit and balance payment

A deposit of 30% of the cruise price is payable to J.E.M. Trade d.o.o. within five days of written booking confirmation. The remaining balance is payable no later than 60 days before departure. Where booking occurs within 60 days of departure, the full-payment deadline is specified in the written confirmation. A failure to pay by the agreed deadline may result in cancellation under applicable contract and legal requirements.

5. Traveller cancellation policy

Cancellation requests must be sent in writing to info@croatiacruise.eu. For an ordinary voluntary cancellation, the standard schedule is: 60 days or more before commencement — the 30% deposit is retained; 59 to 0 days before commencement — 100% of the cruise price is charged. The deposit is non-refundable for ordinary cancellation, subject to mandatory law. These standard charges do not remove statutory rights to cancel without a fee in qualifying circumstances, or any requirement that a termination fee be appropriate and justifiable under applicable law. Any legally due refund will be made within the applicable statutory deadline.

6. Changes to itinerary and vessel

Cruise itineraries, scheduled ports, shore visits and swimming stops may be affected by sea or weather conditions, safety requirements, port restrictions, or other circumstances. The vessel operator may make reasonable operational changes where permitted. Material changes, service failures or cancellation are subject to the customer's contract and mandatory legal rights; these terms do not exclude a right to an appropriate remedy, alternative arrangement, price reduction or refund where legally required.

7. Embarkation, accessibility and safety

Guests must follow safety instructions issued by the captain and crew. At some ports a vessel may be moored alongside another vessel and reaching the pier may require crossing that vessel. Please advise us of accessibility, mobility or special assistance needs before confirming a booking, so suitability can be checked. Swimming and visits to marine attractions depend on weather and sea conditions.

8. Passenger responsibilities and insurance

Travellers are responsible for valid travel documents and compliance with applicable entry requirements. Please disclose necessary dietary or assistance requirements before confirmation. Travel insurance, including trip cancellation, medical expenses and baggage, is strongly recommended.

9. Problems, complaints and customer support

If a service issue arises during the cruise, report it promptly to the cruise manager or operator so it can be addressed. Written complaints can also be submitted to info@croatiacruise.eu or by post to the company address. Further information is available in the separate Complaints Procedure. Prompt reporting does not waive statutory consumer rights.

10. Personal information

Information submitted in relation to inquiries and bookings is processed as described in the Privacy Policy and Personal Data Protection Notice.

11. Contract documents and legal rights

The confirmed programme, written offer and booking confirmation form part of the booking documentation. In the event of a conflict with mandatory Croatian or EU consumer/travel rules, those rules prevail. A change to website text does not retrospectively amend a booking already concluded.

12. Contact and document version

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