

TERMS AND CONDITIONS

The company VIRJE – šport, turizem, trgovina in storitve (VIRJE d.o.o.), Kot 2, 5230 Bovec organizes sporting activities and excursions including but not limited to: rafting, canyoning, kayaking, hydrospeed, adventure park, zipline, caving, monster roller downhill, mountain biking and hiking. In addition to our sports activities, we also offer camping facilities (Base camp Bovec) and tourist apartments (Apartments Bovec house).

SAFETY

- A sporting excursion begins when guests are greeted by their guide at a predefined meeting or starting place and it concludes when all parties arrive at an agreed upon destination.
- Participants are expected to be physically and physiologically fit and not under the influence of alcohol or any other psychotropic substance and in the case of water activities, possess the ability to swim.
- VIRJE d.o.o. does not recommend that women who are pregnant or individuals who have serious medical concerns undertake sporting activities with our firm.
- VIRJE d.o.o is not responsible for any injuries which occurred as a result of a breach outlined in the signed declaration or because the participant neglected to observe BŠC tour guide or other employee orders.
- VIRJE d.o.o cannot be held liable for any injury whatsoever that occurs outside of the duration definition outlined above.
- Anyone with medical issues, eg. asthma, epilepsy, etc, must disclose these to their tour guide prior to the beginning of the activity or excursion.
- Please leave valuables at home. We do not recommend you undertake water based sporting activities wearing any of the following: jewelry, wrist watches, glasses, video or still cameras. VIRJE d.o.o cannot be held responsible for loss, theft or damage of any personal property or belongings.
- A VIRJE d.o.o representative must be notified immediately in the event that an injury occurs as a result of a sporting activity organized by VIRJE d.o.o. In case of an accident sustained during the activity, the participant and a witness will file an accident report. VIRJE d.o.o will not be held responsible for injuries reported after the activity has concluded.

RESERVATIONS

- Reservations are accepted directly at the company's headquarters, by phone, via e-mail and via our web application. A reservation is deemed to be confirmed when a reservation fee is paid by the client in the amount of **50% of the value of the activity, overnight stays or full package price**. The method and type of payment of the reservation cost shall be agreed upon between the parties during the booking.

CANCELLATION AND/OR CHANGE OF RESERVATION

- VIRJE d.o.o reserves all rights to cancel, postpone or terminate a sporting excursion based on objective or subjective safety concerns.
- In the event of a cancellation by VIRJE d.o.o, we will refund our guests in full.
- In the event of a cancellation by the guest, especially after receipt of mandatory equipment, we will enforce a no refund policy.
- In the event that an excursion is shortened due to poor physical or psychological preparedness of the guest there is a no refund policy or in the case of sudden, unusual weather conditions which could affect the safety of the trip.
In case of reservation cancellation by the guest, the refund conditions are as follows:
- **80%** of the reservation fee up to 31 days before the start of the activity and/or overnight stays
- **50%** of the reservation fee between 30 and 8 days before the beginning of the activity and/or overnight stays
- From 7 days to the beginning of the activity and/or overnight stays, there is no refund of reservation fee

PROTECTION OF PERSONAL DATA

- VIRJE d.o.o reserves the right to photograph and/or videograph our guests during sporting activities and will use said photographs and/or videos for promotional purposes (ie. Brochures or internet). VIRJE d.o.o retains copyright to all media.
- VIRJE d.o.o protects all acquired personal data of participants in accordance with currently valid General Data Protection Regulation (ZVOP and GDPR).

LIMITATIONS OF LIABILITY

- VIRJE d.o.o reserves the right to change the terms of business at any time and in any way, regardless of the reason and without prior notice.
- Activities carried out by partner companies are conducted under the same conditions as enumerated above.