

Terms & Conditions of Business

1. Identification and Legal Status

MANOLA STUDIO,

Sole proprietorship for visual design and travel agency services

Owned by Ivana Manola,

Pešćinica 23, 51213 Jušići, Matulji, Croatia

OIB: 07926344732

MBS: 98548166

Registered in the Official Register of Travel Agencies of the Ministry of Tourism and Sport of the Republic of Croatia, Registration No. 1650/2025

Manola Studio is the legal entity and owner of the brand **Croatia Incoming DMC**, which operates as an online Destination Management Company specialising in tailor-made travel programs and B2B cooperation with international travel partners.

These Terms & Conditions of Business ("Terms") govern the contractual relationship between Manola Studio / Croatia Incoming DMC ("the Agency") and its clients or partner agents ("the Client / Partner") for services provided by the Agency.

2. Scope of Services

The Agency acts as a B2B intermediary and online travel services provider (without physical premises).

All services offered are subject to these Terms and to the specific conditions of each supplier involved in the confirmed program.

The Agency does not directly operate accommodation, transportation, or excursions but arranges and coordinates such services through verified local suppliers. The Agency's role is to mediate, organize, and ensure the smooth execution of contracted services.

3. Reservations and Payments

- All reservations are made based on written confirmation from the Client / Partner and are subject to availability at the time of booking.
- Payment method: bank transfer (IBAN).
- Payment and reservation conditions vary depending on the specific program and the suppliers' requirements and are communicated clearly in each individual offer.
- A reservation is considered confirmed only upon written acceptance by the Agency and according to the payment terms stated in the respective offer.

4. Cancellations and Refunds

- Cancellation policies and refund conditions depend on the suppliers' terms for each particular service or package.
- Unless otherwise stated in the specific offer, the following default policy applies:
 - Up to 60 days before the start of service – full refund
 - 59–15 days – 50% refund
 - 4–0 days – no refund

In case of conflicting terms between the Agency and its suppliers, the supplier's terms shall prevail unless otherwise agreed in writing.

5. Responsibilities and Liability

- The Agency undertakes to act with professional care and due diligence in selecting and coordinating all contracted services.
- The Agency is not liable for any omissions, changes, or cancellations made by third-party suppliers, nor for any circumstances beyond its reasonable control (force majeure, weather, strikes, etc.).
- As Croatia Incoming DMC operates exclusively as a DMC and B2B partner, all contracts and communications are intended for professional travel entities, not for direct end customers.
- Any claims must be submitted in writing within 15 days from the completion of services.
- The Agency's total liability shall not exceed the total amount paid for the specific service or program.

6. Data Protection and Marketing

- The Agency processes personal data exclusively for the purpose of fulfilling contracted services, communicating with Clients / Partners, and meeting legal obligations.
- Personal data may also be used for B2B newsletters and marketing communications, based on legitimate business interest and always with an option to unsubscribe.
- The Agency protects all personal data in accordance with the EU General Data Protection Regulation (GDPR).

7. Governing Law and Jurisdiction

These Terms are governed by and construed in accordance with the laws of the Republic of Croatia. Any disputes arising out of or in connection with these Terms shall be subject to the exclusive jurisdiction of the courts in Rijeka, Croatia.

8. Modifications and Validity

The Agency reserves the right to amend these Terms without prior notice. Any changes will be published on the official website www.croatiaincoming.com and will apply to new contracts from the date of publication.

By confirming a booking or entering into cooperation, the Client / Partner acknowledges that they have read, understood, and accepted these Terms.

