



GENERAL TERMS AND CONDITIONS

This website is operated by Mont Travelers; Trip & Travel Montenegro LLC, License number 546

These terms and conditions may be amended from time to time and apply to all of our services.

By completing a booking or making a payment, the Customer confirms acceptance of these General Terms and Conditions.

These general conditions do not apply to the sale of excursions organized by other tourist providers where Trip & Travel Montenegro with its all brands acts as an intermediary, and the passengers are bound by the general conditions of the organizer (such as Trip Advisor, Get Your Guide, Viator)

Almost all of our tours are held outdoors and may therefore be affected by weather, traffic conditions, on-site situations, or other unforeseen circumstances. In such cases, tour guides may adjust the itinerary to optimize the overall experience.

Agency reserves the right to change the date of departure in case of unfavorable weather conditions. In case of unfavorable weather conditions, the Agency will organize the excursion on the next suitable day or will provide a full refund to consumers. Please bear in mind that our client's safety is our first concern.

Offered services are presented on one of our websites with detailed descriptions and photographs. For tailor-made tours, the itinerary will be clearly described in email correspondence and in the Confirmation Receipt/Voucher and shall be considered a final and accepted offer.

Additional information may be requested via email regarding any tourist services for which the company is registered.

All additional changes must be submitted in writing and clearly referenced to the original booking. Changes should be requested at least one week before departure in order for the pro forma invoice and program to be adjusted accordingly. For changes requested less than one week before departure, the Agency cannot guarantee acceptance but will make reasonable efforts to accommodate the request.

Travelers under 18 years must be accompanied by an adult.

The Agency is not responsible for lost, damaged or stolen luggage or personal belongings during the tour. Lost or stolen luggage is to be reported to the tour guide or to the relevant police station.

All content published on the Agency's websites is protected by copyright and may be used only for non-commercial and personal purposes, in accordance with applicable laws.

The final price is confirmed at the moment of final booking. New/changed price on the website will not affect the already accepted price for the same service. No secret costs.

Payment can be made by credit card or via bank transfer. In the case of bank transfer, the Customer will receive the Agency's bank details and invoice by email and will have two working days to complete the payment and send proof of payment.

Upon receiving the payment, the Agency will send to Customer the confirmation (Voucher) or email and all the details regarding the tour. We ask that all international transfers to us be made with the OUR instruction, which means that all bank charges are to be paid by Customer.

Customers are provided with invoices that include VAT according to the Montenegrin law.



Please note that all prices for the services provided by Trip & Travel Montenegro LLC and its sub-brands (Mont Travelers) are in the company's local currency, EURO. As a local operator, the Agency cannot be responsible for currency fluctuations and or additional fees outside its control that may be applied such as bank transfer fees or credit card fees.

We reserve the right to refuse participation to clients we believe are under the influence of alcohol or drugs, in such circumstances, no refund shall be given. Our guides reserve the right to refuse participation to any customer whose conduct or manner is likely to cause offense, upset or put other passengers in danger. In such cases, full cancellation charges apply.

If you feel unsatisfied with any service provided by the Agency, please notify our management team in order to address the issue during or immediately after the tour.

Please note that all complaints must reach Trip and Travel Montenegro within 2 days from the completion of your tour. Otherwise, possible compensation is not valid.

GROUP SIZE & VEHICLE CAPACITY

For group tours operated by touring coaches, **the maximum group size per vehicle is 45 passengers.**

Pricing and applicable discounts are calculated per vehicle, based on the number of passengers assigned to that vehicle.

If the total number of passengers exceeds 45, an additional vehicle will be required, and pricing will be applied separately per vehicle, according to the applicable group size category (15–24, 25–34, or 35–45 passengers).

Group discounts cannot be combined across multiple vehicles.

In the event of cancellation, If the program does not specify otherwise, the below-written cancellation conditions apply:

CANCELATION POLICY

We would deeply regret your decision to cancel your tour, however, we realize that there are many valid reasons that this can happen.

1. MULTI-DAY TOURS & SAILING TOURS

- **No-show:** 100% non-refundable.
- **Cancellation less than 7 days before departure:** 50% refund.
- **Cancellation 7–14 days before departure:** 75% refund.
- **Cancellation 15 days or more before departure:** 100% refund.

2. SHORE EXCURSIONS / ONE-DAY TOURS

- **No-show:** 100% non-refundable.
- **Cancellation less than 72 hours before departure:** 50% refund.
- **Cancellation 72 hours or more before departure:** 100% refund.

In case of port cancellation, the excursion will be automatically cancelled and a 100% refund will be processed to the original form of payment, or alternatively rescheduled upon customer request.

Regardless of the above cancellation policy, the policy might be different if it is written in a travel or contract program by our travel agent what depend on special partners and a third party.



MEETING POINT & PUNCTUALITY

Guests are responsible for arriving at the agreed meeting point at the confirmed time. Failure to arrive on time may result in a shortened itinerary or be considered a no-show, without entitlement to a refund. If you are not able to find your guide please call the office.

If the tour is cancelled by the Agency, a full refund will be issued. Any bank or transaction fees requested by the customer or a third party (such as cruise line, airline) shall be borne by the customer. Alternatively, the customer may choose to keep the reservation for a future date. The Agency is not responsible for delays caused by late arrival of guests at the meeting point.

IMPORTANT INFORMATION REGARDING INSURANCE COVERAGE

Dear valued guests, at Trip & Travel Montenegro Tour Company, we prioritize the safety and well-being of our guests. While we have our own insurance policy in accordance with the laws of the country where we operate as a tour operator, it's important to note that our services often involve partnerships with other providers such as transportation companies, rafting operators, and boat or sailing agencies and similar service providers. We ensure that all our partners meet the necessary safety standards and maintain appropriate insurance coverage.

However, we highly recommend that all travelers obtain additional travel insurance before departing from their home countries. This extra coverage can provide added protection in case of unforeseen circumstances during your travels.

Your safety and peace of mind are our top priorities, and we are committed to providing you with a memorable and worry-free travel experience.

OUR GUARANTEES

Trip & Travel Montenegro (Mont Travelers) guarantees that in the unlikely event that you miss your ship, we will arrange overnight accommodation and/or transport to the next feasible port-of-call.

The Agency is committed to maintaining a high standard of service quality and acting in good faith, and expects the same from all participants.

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of Montenegro. Any disputes arising from these terms shall fall under the exclusive jurisdiction of the competent courts in Montenegro.

LEGAL

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