



GRAND TOURS d.o.o.

FOR TOURISM TRADING AND SERVICES

Serbia, 21000 Novi Sad, Železnička 23a

Licence category „A“ number 746 from 20.05.2009.

Central of agency: telefon / fax: +381 21 422-324, 422-325;533-646 E-mail: grandtt@eunet.rs

GENERAL TERMS OF TRAVEL

On the basis of the Law on Tourism ("Sl. Glasnik RS", 45/2005), other applicable regulations and the Statute-Contract of the Director Grand TT doo Novi Sad, Železnička 23 / a, on 26.12.2007. was determined:

GENERAL REQUIREMENTS FOR TRAVEL

1. APPLICATION, AND PAYMENT AGREEMENT:

The Traveler can apply for travel to all branches of travel organizers Grand TT doo Novi Sad (hereinafter the organizer) and other authorized agencies (hereinafter agent). When an agent, in tourist program of organizer and in contract-conformation, does not indicate his function as an agent, is responsible for the execution of the program as a travel organizer. Application is accepted when it was confirmed by closing of the written contract-confirmation of a journey that can be in electronic form pursuant to the Law on Electronic Signature (hereinafter Agreement) and paying the advance in the amount of 50% of the price. The rest of the agreed costs to be paid for 15 days before the beginning of the trip, if the

program of travel did not otherwise specified. If the traveler does not make the full payment by the final due date, it is considered that the trip is canceled in accordance with the article 10 of these conditions.

2. OBLIGATIONS AND RIGHTS OF ORGANIZERS:

It is to conclude with the passenger contract about travel and to give the passenger the disposal of a written program of travel (hereinafter the travel) and the General conditions of travel (hereinafter General Conditions) and to inform him about the offer of possible forms of travel insurance (hereinafter referred to the package travel insurance), payment in proportion to the real difference between the agreed prices and travel costs reduced in proportion to incomplete or non-execution services (hereinafter abatement costs) on the occasion timely written complaint and complaint tourists in terms of the law, the general conditions of YUTA and these general conditions unless the omissions in the execution of travel incurred: blame the passenger or another third party that there was no direct contractual provider of services in the realization of the journey; actions of major force or unforeseen events that organizer has no influence to and whose consequences are inevitable despite the implementation of a duty of care or other events that organizer was unable to predict and overcome; in accordance with good business practices in this area is taking care about the rights and interests of passengers.

3. OBLIGATIONS AND RIGHTS OF PASSENGERS:

Is to acquaint all the details about the program and general travel conditions, conditions of insurance made available and that the conclusion of the contract (on its own behalf and on behalf of customers for whom he concludes the contract) is confirmed to be in full acceptance, to make payment of the agreed price within deadlines, terms and the manner envisaged by general conditions and application of travel; timely delivery of all data and documents needed to the organizer for the organization of travel and guarantees that he, his documents, luggage, etc. meet the specific requirements of our regulations, transit and destination country (border, customs, sanitary, monetary and other regulations), and by their own choice to ensure adequate travel insurance policies, to pay the damage that the traveler makes to a direct service provider or third parties violating laws and other regulations and these general conditions; designate another person to travel instead of him (provided that the person meets the conditions anticipated for particular trip) and organizer compensate real costs due to replacement of the passenger; justified complaint without delay on the scene to inform the organizer and direct provider of services, before signing a contract to inform the site through the Ministry of Foreign Affairs of Republic of Serbia (www.mfa.gov.rs) or otherwise of the so-called countries. Normal and high risk.

4. PRICE AND CONTENT OF THE TRAVEL PROGRAMS:

Prices are denominated in foreign currencies, and the calculation of payment is carried out in the country in the CSD by the sales rate of commercial bank of the

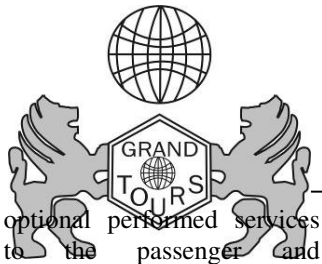
organizers on the day of payment, or the rate specified in the trip. Prices are formed based on business policy and the organizers can not be the subject of the complaint or claim. Services performed abroad (beside the travel program) are to be paid at the moment of applying for it to the foreign-partner of the organizer of the travel. Price of the trip includes a combination of at least two or more average quality of service for normal given destination, as follows: transportation, housing, nutrition, preparation and organization of travel, which has contracted a unique price paid by the passenger (hereinafter referred to standard services), if something other that travel program is not provided with or specifically contracted. Price of the package does not include, if something else is not a travel program specifically provided or contracted, charges: airport taxis, tourist guides, local guides and representatives of the organizers, optional applications, the use of deckchairs and beach umbrellas, obtaining visas, tickets for the objects and events, insurance of passengers and luggage, room service services, use of room bar, air conditioners, recreational, medical, telephone and other services, the cost of housing in a single room, rooms with special features (view, floor, size, balcony), additional meals, etc. (in hereinafter referred to special services). Terms that are related to achieving a discount for children as well as to other benefits that are specifically given in the travel determined provider of direct services and the same should be construed restrictive (e.g., for children to 2 years of age, the relevant calendar date when the children turn two years, and nothing more than that, and in the period of traveling). All kinds of services that are not prescribed in the travel program, traveler must specifically stipulate in writing. Organizer can not be held responsible for the

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PIB: 105249896, Registration number: 20339748, Particularity activity: 63300

Starting bankroll: 500,00 eur /Paid-entered bankroll: 500,00 eur in dinar countervalue



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optional performed services to the passenger and subsequently performed services that you perform and collect from foreign partner, or direct service provider, and were not prescribed in the program of travel and writing contracted. Date of commencement and completion of arrangements established by the program of travel does not mean whole day stay travelers in accommodating object or destination. Time-hour of departure or arrival of passengers and boarding of passengers in accommodating property is conditioned by procedures at border crossings, state road, permits local authorities, technical and weather conditions or a higher power that can affect the airplane during take-off and others that the organizer can not influence, and therefore the reasons listed may not be the basis for the complaint or claim of passengers. The first and last day of the trip are planned for the trip (when it comes to the second aspect of transport journey may take several days) and does not mean staying in a hotel or place of choosing, but only indicate the day of and the end of the trip, for which the traveler has no right to complaint or claim for the evening, night or early morning flight, entering the room in the late evening classes, leaving the hotel in the early morning hours, etc. For the air arrangements agreed during the beginning of the trip, the time of beginning of the trip is meeting of passengers at the airport which is at least 2 hours before the flight by the

time published by the airline company. In the event of change of time of the aircraft take off the organizer is not to be held responsible, but to apply laws and custom in the field of air traffic. As a rule, the departure-arrival, take off-landing of the aircraft in charter flights in the late evening or early morning hours, and if, for example, provided the initial contractual or final meal in the form of so-called. "Cold meal" out of or in accommodating facility is considered that the application of travel wholly performed. Services of the tourist guide, a companion or a local representative of the organizers provided the program of travel does not mean during the whole day and continued presence, but only the contact and the necessary assistance by the traveler in advance defined terms of periodic attendance, published on the notice board or in some other way. Instructions and guidelines for a guide, a companion or a representative of the organizers (especially in relation to the time of departure, transport, housing, legal and other laws) obligates passengers, and if not doing in accordance of these instructions is a violation of these general conditions and all possible consequences and damages in such case shall bear the traveler wholly. Verbal and any other types of information, which differ from those contained in the written program, travel or special written agreement, does not commit organizers and may not be the basis for emphasizing the complaint-a complaint of passengers.

5. CHANGING OF PRICES AND PASSENGERS RIGHT TO CANCELLATION:

The organizers may require increasing the agreed price of not less than 15 days prior to the trip if it is after the conclusion of the contract came to changes in currency exchange rates or to changes in transportation rates and the legal cases. To increase posted prices by 10% did not require the consent of the passenger. If the total price costs increase exceed 10%, traveler can through written cancellation terminate the contract without the obligation of compensation, but no later than 48 hours of submitting a written notice of the increase in prices, in which case has the right to reclaim what was paid to the organizer. If within the indicated period, the passenger in writing form does not notify the organizer to cancel the contract, it is considered that the traveler agrees with the new price. Published lowering the price can not be related to the already closed contracts and may not be the basis of any complaint or claims of passengers by the organizer.

6. CATEGORIZATION AND SERVICE DESCRIPTION:

Accommodating facilities, accommodating units, means of transportation and other services are categorized according to the official categorization of the domestic country at the time of publication of travel, they are different and not comparable by destination, not even within the same destination. Food, comfort and quality of services depend primarily of the price, the selected destination and categorization specific of local-national regulations and out of control and influence of the organizers. All services listed in the program mean the standard travel services (average quality standards, common and specific to certain destinations and places), and if

the passenger is not specifically contracted for a particular service (service-specific additional features and quality), there is no basis for filing the complaint-a complaint organizer.

7. ACCOMMODATION, MEALS AND TRANSFER:

If the passenger does not explicitly accommodate for a special feature the passenger will accept any officially registered accommodating unit in accommodating facility described in the trip, regardless of the particularities of passengers, the location and position of the object, number of floors, proximity of the noise, parking and other requirements. Contracted accommodation can be replaced, without the consent of the passenger, with housing facility in the same or higher category for the place of accommodation, but at the expense of the organizers, and housing facilities in the lower categories can be done with the consent of the passengers and return the traveler differences in cost in proportion to diminishing category accommodating object. Traveler takes the obligation to know and respect the rules of conduct in accommodating facility, and in particular to: depositing and keeping money, valuables and valuable things, entry of food and drinks in the rooms, compliance order, housing, and leaving room at a certain time, the number of people in the room etc. If not otherwise agreed, accommodation of passengers in the building is the earliest after 16:00 hours on the day of use, and the abandonment of property no later than 09:00 hours on the day of the end use of the service. Three and Four-Bed accommodating units (rooms, studios, apartments) are normally based on standard double rooms, with one or two extra beds, which are, as a rule, wooden or metal structures, folding, and which may

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significantly worsen the quality of housing. Operation of air conditioners in accommodating facilities different by destination and facilities, and does not imply permanent use the same 24 hours. Organizer does not accept liability for loss or theft of shares and valuables and other belongings of passengers, or for damages under that basis, as well as for damages caused to the disrespect of regulations, rules and customs established by the carrier and hotel staff. Diversity, quality of food and nutrition service depends mostly from the height of the price categories of accommodation, destination and local customs whether serving according to the principle buffet table or menu. Service All Inclusive or All Inclusive light, and any other services involves services by internal rules and the hotel may not be identical even within the same categories at the same destination. Breakfast, if not otherwise indicated in the trip, includes continental breakfast. The above rules and standards for housing and feeding of passengers, will be implemented analog to transfer and transport of passengers, as well as certain rules, principles and policies of the carrier (e.g., transport in any means of transportation does not include numbered seats, includes meal and drinks during the trip, unless it is specifically agreed).

Discrepancy personal data given to the organizer with information in the passport of passengers (names of passengers, etc.) may have resulted printing new

airplane ticket, with costs or even a declaration of irregular tickets for what the consequences bear the traveler. Traveler is responsible for their airplane ticket from the moment when traveler gets the airplane ticket guide at the airport or the officials at the agency. There is no possibility of publishing duplicates ticket as well as boarding pass. Traveler wholly bear the consequences of their loss or disappearance during the trip. Transport by bus and bus transfers are performed by the standard tourist buses according to the regulations and criteria that apply in the country where the bus carrier is registered which engages the organizer of this trip.

8. TRAVEL DOCUMENTS, HEALTH AND LAW REGULATIONS:

All the conditions published in travel related solely to the citizens with travel documents of the Republic of Serbia. The organizers are not responsible and is not obliged to introduce passenger-citizens of other countries on the conditions (Visa, customs, health etc.) applicable to the destination or transit country, but it is the obligation of a foreign citizen to be informed by the consulate and have the necessary requirements to ensure to have required documents timely and orderly. Passenger who travels abroad must have a valid passport with a validity period for at least 6 months from the date of completion of travel and in the deadline to provide the correct and complete required information and documents for obtaining a visa, if obtained by the same organizer. Officer of the agency nor the organizer agent is not empowered to determine the validity of

passports and other documents and files. When the organizer acts as a mediator in the process of submitting the documentation does not guarantee obtaining a visa or obtaining a visa in the deadline and is not responsible for spoilage and other travel documents, or if cross-border authority or immigration services does not approve the entry, transit or further stay of the traveler. If the passenger during the travel lost his documents or gets stolen from , shall at its own expense timely provide new documents and bear all the possible harmful consequences for this base. The traveler is required to negotiate special services related to his health condition, such as specific diet, housing characteristics, etc. because of chronically diseases, allergies, disability, etc. because otherwise the organizer does not assume any particular obligation, liability or damages under this basis. For traveling to countries in which there are special rules that include mandatory vaccinations or the purchase of certain documents, the obligations of passengers is to do the necessary vaccination and provide appropriate confirmation of this and the traveler shall bear all the consequences and damages. The traveler is required to strictly respect the customs, foreign exchange and other regulations of the Republic of Serbia, and transit countries in which resides, and in the case of continuing inability to travel or stay and everything else, all the consequences and costs will bear the passenger. If the trip can not be realized due to omission of passengers related to the regulation of this article, the regulation of article 10 of these conditions will be applied.

9. CANCELLATION AND CHANGING TRAVEL PROGRAM BY

ORGANIZERS: The organizers may cancel the contract completely or partially, in case of circumstances, that if existed at the time of publication, would be justified reason that an application was not published and the contract was not concluded, in the case of insufficient number of passengers and other objective circumstances, about what is required to inform passengers not later than 5 days before the scheduled beginning of the trip, with the obligation to return the traveler full amount which has been paid, no later than 8 days from the date of cancellation. If in travel program is not especially noted, that the journey implemented minimum number of passengers, the minimum number of passengers must be traveling by bus for 30 passengers, to travel on regular airline flights in Europe, 20 passengers, to travel on intercontinental flights 15 airline passengers, and for journey on a specially contracted charter airline flights, trains or Hydrofoil boats at least 80% occupancy rate. In the case complete cancellation of program, organizer of the contract will seek to offer alternative passenger travel arrangement for the same or a different destination, that the passenger can accept or reject in writing form within 24 hours. In the case of accepting a new contract, passenger disclaims any claims by any legal basis from the organizer based on originally completed contract. The organizer , before beginning and during the trip, which is required without delay by the most appropriate way to inform passengers, reserves the right to change days or hours of travel, as well as the right to change route of travel and the necessary amendments to the journey if conditions change for the trip (changed timetable of landing, crash landing, failure of travel vehicle, crowds on the borders or in traffic, the closure of some of the sites planned for the tour, the changes in the visa regime, security

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situation, natural disasters or other extraordinary and objective circumstances and major force) without the obligation of payment for damage or any other passenger fees. In this case the organizer is funding any additional costs of changes to the journey. If the began journey interrupts for legitimate reasons, organizer is entitled to compensation for services actually performed.

10. CANCELING TRAVEL ARRANGMENTS:

The traveler has the right to cancel the travel arrangement, which requires the traveler to inform the organizer in written form. Date of the written cancellation is the basis for the calculation of benefits attributable to the organizer, expressed in percentage compared to the overall cost of travel, as follows:

- 10% if the trip has been canceled until 30 days before the start
- 20% if you cancel 29 to 20 days
- 40% if you cancel 19 to 15 days
- 80% if you cancel 14 to 10 days
- 90% if you cancel 9 to 6 days
- 100% if you cancel 5 to 0 days before the beginning of the trip or during the trip

Change the agreed place and date of travel, accommodating object, accommodating units, not getting the visas, etc. is considered to be canceling from traveling. The traveler is required to compensate the organizer only real, or made charges, if the cancellation is due to: sudden illness or

death of passengers, spouse, relatives of the first heritable order, brother or sister, or call for a military exercise of passengers or natural disasters officially declared. For this particular case the traveler is required to submit an evidence for the realization of rights of health insurance on the basis of temporarily exception from work (doctor's certificate selected in the field of general medicine or release list of fixed health facilities), or death certificates, or call for a military exercise. It can not be considered as justified reasons for the cancellation or interruption of travel cases such as local terrorist attacks, explosions, infection, epidemic and other diseases, natural disasters, climatic conditions etc. for which is not declared a state of emergency by the relevant state bodies.

The organizer of the event in case that the passenger who canceled the travel arrangement has found a replacement for him or if the organizer finds replacement for the passenger, is obligated to make refund of funds paid in the total amount, after deduction of only real and made the cost. Sudden illness implies by authorized doctors found sudden and unexpected illness or Infectious Diseases or organ disorder, arising after the conclusion of the contract on a journey and not in connection with, nor is the consequence of a previous health condition, and such is the nature that requires treatment, stay in hospital (hospitalization) and disables the beginning of the agreed travel. In case of cancellation of trips, which is covered by insurance policy, passenger money is refunded by the insurance company whose

policy on the cancellation the passenger has. When cancellation of the contract, the passenger will not be refunded the amount paid organizer for intercession in arranging visas.

11. LUGGAGE:

Transport luggage to a weight that determines the air carrier, is free. Excess baggage the passenger pays according to current prices for air transportation. When transportation by bus passenger may start 2 pieces of luggage. Children up to two years are not entitled to a free checked baggage. The traveler is required to take care of their things which is entered in transport, when giving or taking given luggage, or incorporated into accommodating facility. All of your rights stated above, the passenger realizes directly from the carrier of services, service provider of accommodation or insurance services, and according to applicable international and domestic regulations and rules.

12. INSURANCE:

The organizers of travel is required to inform passengers about the possibility of collateral policy of health insurance during the stay abroad, as well as package of travel insurance (baggage insurance, insurance consequences unfortunate cases and insurance cancellation travel) for traveling abroad and to the Republic of Serbia. It is recommended to provide passenger policies for this package of travel insurance. Package of travel insurance or certain types of insurance which are published on the Web site YUTA: www.yuta.rs, in written form is put at the disposal of the passenger, are considered to be an integral part of the program offers with travel organizers, if the program did not offer any other

insurance package or other aspect of the travel insurance. By signing the contract passenger confirms that he was offered a package of travel insurance. Package travel insurance does not cover mandatory health insurance that traveler pays with a special request for the issuance of visas for most countries of the European Union.

13. COMPLAINTS AND CLAIMS FROM PASSENGERS:

The traveler is required to acquaint immediately, at the scene of his justified complaint, to the local representative of the organizers, and if this is not available, to the organizer directly, and direct service provider (e.g. transporter company, hotel staff, etc.) and to cooperate in good faith to solve the problem and to accept an offered solution that suits agreed service. If the cause of the complaint is not removed at the scene, the passenger with the representative of the organizers and perpetrators of services writes confirmation in 2 copies, signed by both of them. Traveler retains a copy of this certificate. If the cause of complaint is removed on the scene, the passenger is required to sign a confirmation of the same, otherwise, the fact that he continued the use of solutions which are offered are considered to be a wholly performed program of travel. If deficiencies are not removed on the scene, the passenger is required within 8 days after the agreed day of the end of the trip, only to the organizer to provide legitimate and documented written complaint (a confirmation of the complaint, the accounts of the additional costs paid, the request by kinds of undone services which is concrete in facts and qualifies in relation to each passenger individually and other evidence) and demand return of differences in cost. Each passenger who is the contractor on behalf of his name and on behalf of persons from the contract or person with legal commission for

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representation, submits a claim as individual, because organizer will not consider group complaints. The organizer is obliged to take the process only timely documented and substantiated complaints, and which could not be solved in the course of travel or on the scene. The organizer is obliged to provide the passenger with a written response within 8 days, or within 15 days to pay the passenger the difference in price, all from the date of receipt of regular complaint. If the complaint is not complete and it should be regulated, organizer will deliver the passenger the answer to regulate the complaint within the given deadline, under the threat of dropping the complaint. The organizer will, in accordance with good business practices in the legal deadline, respond to passenger complaints that are untimely, unreasonable, or disorderly. Reduction in costs per passenger complaints can be as high as the amount to the cost of a undone part of the service, and it can not encompass the services used, or to reach the entire costs of travel. The amount of reimbursements that are paid by established and timely delivered complaint, is in proportion to the degree of non or partially

performed services. If the passenger accepts the payment of compensation on behalf proportionally deriving prices or other form of compensation, implying that the agreement with the organizers' proposal for a peaceful solution of disputes, and thus waived all further claims to the organizer about the controversial relationship, regardless of the fact that whether it has signed a written confirmation of your refunds from the final clause of the contentious dismissal of mutual relations. It shall be considered that the return of differences in cost to passenger processed and reached an agreement with the passenger in accordance with the law and these general conditions, when the organizer of the traveler offered a realistic difference in price for the inadequate services provided, in accordance with the prices of direct service provider who is considered by the day of conclusion of the contract of travel, and other available evidence, and that the organizer acted in compliance with applicable laws. Each passenger demand for initiating proceedings before the competent authorities before the deadline for resolving the complaint or the complaint shall constitute prematurely as well as notification of public media and the media breach of contract and these general conditions. Traveler and organizer agree

jurisdiction of arbitration of YUTA for resolving other disputes.

14. INDIVIDUAL TRAVEL "ON REQUEST":

For individual reservations "on request" traveler gives deposit for the cost of reservation, which can not be less than 15 euros in dinar countervalue. If the booking is accepted by the passengers, a deposit is included in the cost of the tourist arrangement. If the organizer does not confirm a reservation, deposit is wholly returned to the traveler. If the traveler does not accept the offered or accepted reservation, the organizer reserves the deposits in full.

15. PROTECTION OF PASSENGERS PERSONAL DATA:

Personal data of passengers, which are given voluntarily, are considered as business counsel to the organizer. Traveler agrees that personal data can be used by the organizer for the implementation of the agreed program of travel, where the following information can not be published address, place, time and price of travel and names of people traveling to other persons, except to the persons allowed to have this information by special regulations

16. OBLIGINGNESS OF ACTING:

Organizer can by the travel program or special general

conditions predict more favorable terms for the passenger in relation to these conditions, and in exceptional cases (on the reverberation of sports, convention and other international events and special forms of tourism: pupil, hunting, fishing, extreme sports) to predict unfavorable conditions for passengers in terms of deadlines and fees at the amount of cancellation of passenger trips, the amounts and payment deadlines.

The provisions of these general conditions form an integral part of the contract between the passenger and organizer and binding for both contracting parties, except for provisions that are advantageous for passengers, and defined by written contract or travel program. In the case of launching a court dispute the Court according to the main office of the travel organizer with the application of the regulations of the Republic of Serbia.

These general conditions of travel are valid from 26.12.2007. year, the day when all general conditions that published before this date cease to apply.

*Novi Sad, 26.12.2007.
Director Petar Knezevic*

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