

Based on Article 68, Paragraph 1, Item 2, and in accordance with Articles 70 and 71 of the Tourism Law ("Official Gazette of RS" No. 17/2019), the director of TA "Miross" from Belgrade, Majke Jevrosime Street 19, PIB: 100048877, registration number: 07481721, on September 17, 2025, determines the following:

GENERAL TERMS OF TRAVEL

1. PRE-CONTRACTUAL INFORMATION:

By signing the standard travel contractconfirmation (hereinafter: the Contract), the undersigned, on behalf of all travelers listed in the Contract (hereinafter: the Traveler), confirms that they have received these General Terms of Travel (hereinafter: the General Terms), the Travel Guarantee confirmation, and the pre-prepared and published travel itinerary (hereinafter: the Program), that they, as well as all travelers listed in the Contract, are familiar with them and fully accept them, and that they are informed about optional travel and health insurance options.

The provisions of these General Terms form an integral part of the Contract between the Traveler and TA "Miross" as the travel organizer (hereinafter: the Organizer) and are binding for both contracting parties, except for provisions defined by a separate written agreement or the Program.

Before concluding the Contract, the Organizer may at any time modify the description of its services in the Program and notify the Traveler in a timely manner, without delay, in written form, on paper or another durable medium. The Traveler and the Organizer mutually acknowledge that, prior to concluding the Contract, the Traveler has been informed in a timely manner of any possible changes to the information in the Program.

In the event of a discrepancy between the Traveler's application and the Organizer's revised proposal, the new Program shall be considered a new offer and binds the Organizer for the next 48 hours. If the Traveler does not notify the Organizer within this period whether they accept the newly revised Program – offer, the Contract shall be deemed mutually terminated. Before signing the Contract, the travel Organizer informed the Traveler of their rights under the Travel Guarantee in case of insolvency and compensation for damages.

2. APPLICATIONS, PAYMENTS, AND CONTRACT:

The Traveler submits their application in writing or on a durable medium, or via email or fax. The Traveler can apply for the trip at the Organizer's headquarters, branches, or designated special premises, as well as at travel agencies that have concluded an agreement with the Organizer for intermediary sales of trips (hereinafter: the Intermediary). The Intermediary offering or selling the travel package is obliged to indicate their status in the Program and the Travel Confirmation.

The Traveler's application becomes fully valid when confirmed by the conclusion of the Contract, in the same manner in which the application was submitted, and by paying a deposit of 50% of the package price, unless otherwise agreed. The remaining contracted price, unless otherwise agreed, must be paid 15 days before the start of the trip. If the Traveler does not make full payment within the specified period, it is

considered that they have canceled the trip in accordance with Article 12 of the General Terms. Each deposit payment is considered as payment for all Travelers, not just for a specific Traveler listed in the Contract. By concluding the Contract, the Program becomes an integral part of it and cannot be changed, except if the contracting parties explicitly agree otherwise or if changes occur due to force majeure. In the event of cancellation or amendments to the Contract, the cancellation provisions and changes apply to all Travelers listed in the Contract.

For the timeliness of the payment, the decisive date is the date the payment is made to the account of the Organizer or the Intermediary. In the event of a late full payment, advance payment, or payment of the remaining balance of the package price, the travel Organizer may withdraw from the Contract and claim compensation in accordance with Article 12 of these General Terms.

3. OBLIGATIONS AND RIGHTS OF THE ORGANIZER

In the Contract, in addition to the services from the Program, any special requests of the Traveler that have been explicitly agreed upon solely by the Organizer are included.

- Pays a proportionate and reasonable difference between the contracted price and the travel price, reduced in proportion to non-performance or incomplete performance of the Contract (hereinafter: Price Reduction), in response to a timely and justified written complaint by the Traveler, in accordance with the law and these General Terms, except where the deficiencies in the performance of the Contract arose due to: the fault of the Traveler, or are attributable to a third party who was not a contracted direct service provider in the execution of the Program, acts of force majeure, or unforeseen events beyond the Organizer's control whose consequences are unavoidable despite the exercise of due care, or other events that the Organizer could not have foreseen or overcome.
- Before departure, provides the name, address, and telephone number of the local representative or partner agency, and, in exceptional cases and if necessary, the address and telephone number of the Organizer for urgent assistance to the Traveler.
- Is not responsible for services provided to the Traveler by third parties outside the Program.
- All oral or other types of information that differ from those contained in the Program, the Contract, a Special Agreement, or these General Terms do not bind the Organizer and cannot serve as a basis for any complaint or claim by the Traveler.

4. OBLIGATIONS AND RIGHTS OF THE TRAVELER:

To familiarize themselves, as well as all persons listed in the Contract, in detail with the Program, the General Terms, and the Travel Guarantee, and to indicate any special requests not covered by the published Program.

- To arrange optional travel insurance policies themselves, as these are not provided by the Organizer, who is not responsible for them.
- To pay the contracted price under the terms, deadlines, and in the manner specified in the Contract.
- To provide the Organizer in a timely manner with accurate and complete information and documents necessary for organizing the trip, and to guarantee that they, their documents, luggage, etc., comply with the regulations of their own country, as well as those of transit and destination countries (border, customs, sanitary, monetary, and other regulations).
- To compensate for any damage caused to direct service providers or third parties by violating legal and other regulations, as well as these General Terms.

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- To timely designate another person to travel in their place, reimburse the Organizer for actual costs incurred due to the substitution, and remain jointly liable for any unpaid portion of the contracted price.
- To immediately submit any justified complaint on-site, usually in written form, to the Organizer or the persons specified in the travel documentation.
- To inform themselves, before concluding the contract, through the website of the Ministry of Foreign Affairs of the Republic of Serbia (www.msp.gov.rs) and by other means, about countries considered to be of high or moderate risk.
- To inquire with the authorized representatives of the Organizer about the exact departure and return times of the trip no later than 24 hours, but not earlier than 48 hours, before the trip.

5. PRICES AND SCOPE OF SERVICES:

The Organizer sells the travel package at a sales price indicated as a single amount. The sales price may be quoted in Serbian dinars or in foreign currency. When prices are quoted in foreign currency but payments are made in dinars, the official middle exchange rate of the dinar on the payment date applies. Prices are determined based on the Organizer's business policy and cannot be subject to complaints by the Traveler. Services provided abroad (which are not pre-arranged and paid for) must be paid by the Traveler on-site to the direct service provider.

The sales price stated in the Contract includes all costs that constitute an inseparable part necessary for the realization of the travel package and comprises a pre-prepared and published combination of at least two or more services of average quality, typical for the given destination and facilities, including: accommodation, meals, transportation, transfers, regular services of a local representative at the destination, and the preparation and organization of the trip. This price is quoted as a single amount payable by the Traveler (hereinafter: Standard Services).

The package price does not include, unless otherwise specifically agreed (hereinafter: Special Agreement), costs for: local tour guides, special services of the Organizer's representative, tour animators, optional programs, use of sunbeds and umbrellas, obtaining visas, entrance fees to sites and events, travel and luggage insurance, room service, minibar usage, air conditioning, recreational or medical services, telephone and other services, reservation of a special seat in a transport vehicle, single-room accommodation, rooms with special features (view, floor, size, balcony, etc.), additional meals, and other similar items (hereinafter: Special Services). The Intermediary is not authorized to contract Special Services on behalf of the Organizer that are not included in the Program. Conditions regarding discounts for children and other benefits specifically stated in the Program are determined by the direct service providers and should be interpreted restrictively (e.g., for children up to two years old, the relevant date is the calendar date when the child turns two relative to the trip's start date, not the date the contract is signed). In the case of an incorrectly stated age of the Traveler, the Organizer has the right to charge the difference up to the full travel price. The price also does not include, and the Organizer cannot be held responsible to the Traveler, for optional or subsequently provided services performed and charged by a foreign partner or direct service provider that were not included in the Program or a Special Agreement, as well as for the Traveler's participation in sports or other leisure activities.

If the Traveler does not notify the Organizer in writing within the specified period of their withdrawal from the Contract, it is considered that they agree with the new price, which may also be indicated by a payment made.

6. PRICE CHANGES AND THE TRAVELER'S RIGHT TO CANCEL:

If the Traveler cancels the trip in a timely manner (from 90 to 45 days before departure), the Organizer is entitled to reimbursement of administrative costs incurred. The Organizer may request an increase in the contracted price before the start of the trip if, after concluding the Contract, there has been a change in the exchange rate when the price is expressed in dinars, or if service providers have increased their prices, as soon as the Organizer becomes aware of such increases. In the event of an increase in the contracted price by the Organizer, the Traveler has the right to either request a replacement with a similar Program without additional payment from the Organizer's offer or to terminate the Contract in writing without any compensation for damages. If the Traveler does not notify the Organizer in writing within a reasonable period, not exceeding 48 hours, that they accept the change in the contracted price, it is considered that the Contract has been terminated. Subsequent price reductions of the Program cannot apply to already concluded Contracts and cannot serve as a basis for any complaints by the Traveler against the Organizer.

7. CATEGORIZATION AND DESCRIPTION OF SERVICES:

All services listed in the Program include standard services of average quality, typical and specific for the given destinations, locations, and facilities. If the Traveler wishes to use services outside the Program, a Special Agreement must be concluded for them.

The Organizer is not responsible for service descriptions in catalogs, publications, or on the websites of Intermediaries and direct service providers (e.g., hotels, transport companies, and other entities), unless the Traveler has been explicitly directed to them. The Organizer is only responsible for service descriptions contained in its own Programs or on its website. Accommodation facilities and units, transport vehicles, and other services are described according to the official classification of the host country at the time the Program was published. These classifications vary and are not comparable between destinations or even within the same destination. Meals, comfort, and service quality primarily depend on the package price, chosen destination, and classification determined by local/national regulations, which are beyond the Organizer's control and supervision.

The start and end dates of the trip specified in the Program do not imply a full-day stay of the Traveler at the accommodation facility or destination. The departure or arrival times of the Traveler, as well as check-in or check-out times at the accommodation, are subject to border procedures, road conditions, authorizations from competent authorities, technical and weather conditions, or force majeure, which may affect the departure time of flights or other transport means beyond the Organizer's control. Therefore, the Organizer is not responsible for such cases. The first and last days in the Program are intended for travel and do not imply a stay at the hotel or destination; they only indicate the calendar days of the trip's start and end. Consequently, the Organizer is not responsible for evening, night, or early morning flights, late-night room check-ins, early morning hotel departures, or similar situations.

For air travel packages, the agreed start time of the trip is the meeting of the Traveler at the airport, which is at least 2 hours before the first published departure time by the airline. In the event of a change in the stated departure time of the flight, the Organizer bears no responsibility; national and international aviation regulations apply. As a rule, departures and arrivals, take-offs and landings of charter flights occur late at night or early in the morning. If, for example, the agreed initial or final meal is provided as a "cold meal" at the accommodation facility, the Contract is considered fully performed.

Services of a tour guide, escort, local guide, animator, or local representative do not imply their full-day or continuous presence, but only necessary contact and assistance to the Traveler during predetermined periods of duty, published on a notice board or communicated in another appropriate manner. Instructions and guidance from the Organizer's authorized representative (especially regarding departure times, transportation, accommodation, legal, and other regulations) are binding on the Traveler. Failure to comply with these instructions constitutes a breach of the Contract, and the Traveler bears full responsibility for any resulting consequences or damages.

Changes or deviations in individual services, which are not caused by the Organizer's will, are permitted as long as they do not negatively affect the overall concept of the contracted trip. If, for these reasons, a flight or transport needs to be moved to another airport or location, the Organizer is obliged to offer the Traveler alternative appropriate transport until the end of the trip, at no additional cost to the Traveler, and to pay any difference in price between the contracted and provided services (Article 103 of the Tourism Law). The Organizer bears all costs of alternative transport, at least equivalent to a second-class ticket.

When a third party takes the place of a person who booked a specific travel service, the Organizer is entitled to reimbursement for the necessary costs incurred due to the change. The original Traveler and the person taking their place are jointly liable for the payment of the contracted price and the costs of substituting the Traveler. The Organizer will not accept a substitution if the change is not made in a timely manner, if there are special requirements related to the trip, or if it does not comply with legal or other regulatory provisions.

8. ACCOMMODATION, MEALS, AND TRANSPORTATION:

8.1. Accommodation: must be specified in the travel Program, with the note that:

The Traveler will be accommodated in any officially registered accommodation unit within the facility described in the Program, regardless of the Traveler's preferences, the location and position of the facility, floor level, proximity to noise, parking, or other characteristics.

- The Traveler's check-in at the accommodation facility is no earlier than 4:00 PM on the day of service commencement, and check-out is no later than 9:00 AM on the day of service completion. The Traveler is not entitled to a refund for leaving the accommodation facility prematurely or intermittently due to their own fault, neither for the price of the hotel service nor for the cost of transportation.
- Triple and quadruple accommodation units (rooms, studios, apartments, etc.) are assigned in accordance with the classification and regulations of the host country. The operation of air conditioning in accommodation facilities varies by destination and property and does not imply continuous 24-hour operation.
- The Organizer is not responsible to the Traveler for any damage caused by their failure to comply with legal regulations, prescribed rules, and customs established by carriers, hoteliers, and other direct service providers.
- After the start of the trip, and for sudden and justified reasons, the contracted accommodation may be replaced, without the Traveler's consent, with accommodation of the same or higher category in the contracted location at the Organizer's expense. Accommodation in a lower-category facility may be provided with the Traveler's consent, along with a refund of the price difference proportional to the lower category of the accommodation.
- The Traveler undertakes the obligation to familiarize themselves with and comply with the rules of conduct at the accommodation facility, particularly regarding the deposit and safekeeping of money,

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valuables, and other belongings; bringing food and drinks into rooms; observing order; checking in and out at specified times; the number of persons per room, and similar rules, as the Organizer is not responsible for any damages arising from non-compliance.

8.2. Meals: must be specified in the travel Program, with the note that:

The variety and quality of food and meal services primarily depend on the package price, the category of the facility, the destination, and local customs, regardless of whether meals are served buffet-style or à la carte.

- The All-Inclusive service, or any other service, is provided according to the hotel's internal rules and may not be identical even within the same category at the same destination. The Organizer has informed the Traveler in writing about the contents of the All-Inclusive service.
- Breakfast, unless otherwise specified in the Program, refers to a continental breakfast.
- If hotel occupancy is below 30%, the meal service may be provided as table service instead of self-service, if specified in the travel Program.
- The conditions of meal service at the accommodation facility are identical, regardless of whether children, elderly persons, or persons with special needs are traveling under the Contract. If the Traveler reaches a different agreement on-site with the direct meal service provider, the Organizer bears no responsibility for the meal service provided in accordance with that agreement.

8.3. Transportation: Unless otherwise specifically agreed:

Transportation and transfers are carried out using standard tourist buses or other vehicles, in accordance with the regulations and criteria applicable in the country where the carrier engaged by the Organizer is registered, and the rules, principles, and policies set by the carrier apply (e.g., travel in any vehicle does not imply numbered seats, nor are meals or drinks included during the trip, etc.). The Traveler is obliged to accept any seat offered in the vehicle.

- The Organizer has the right to use any type of tourist bus that meets the regulatory requirements (e.g., standard bus or double-decker), as well as other means of transport if circumstances require. If a minibus is used, the number of seats must be specified.
- During the journey, toilets in buses are not in use, unless otherwise approved. The passenger is obliged to compensate all damage caused by their negligence in the vehicle on the spot. The passenger is obliged to check and verify their personal and travel documents and luggage before the trip, and in the event of any noticed irregularities, to inform the driver/tour escort.
- The Traveler is obliged to behave appropriately in the vehicle and comply with traffic regulations and passenger transport rules. Otherwise, the Organizer has the right to refuse transport or, in the presence of the police, remove the Traveler from the vehicle, and further transport to the destination will not be the Organizer's responsibility. If the Traveler cancels the trip due to being removed from the vehicle, the cancellation fees specified in Article 12 of the General Terms will apply.
- The travel route, breaks, and their duration are determined by the tour guide/escort-driver. The tour guide/escort-driver has the right, due to unpredictable, unavoidable, safety-related, or similar circumstances, to change the driving schedule, travel itinerary, or the order of site visits.
- The Traveler is obliged to follow the instructions of the driver or tour guide/escort (e.g., regarding the duration of breaks and similar matters).
- Any discrepancies between the personal data provided to the Organizer and the information in the Traveler's passport (e.g., names) may result in the issuance of a new airline ticket at the Traveler's expense, or the ticket being declared invalid, for which the Traveler bears full responsibility. The Traveler is responsible for their airline ticket from the moment it is handed over at the airport or agency. It is not

possible to issue a duplicate airline ticket or boarding pass. The Traveler bears full responsibility for any loss or disappearance of these documents during the trip.

- Airline or special transport tickets are valid only on the dates and times indicated on them.
- Transport of the Traveler by air, rail, sea, river, or lake is carried out under the direct responsibility of the respective carriers, in accordance with the regulations and customs governing these types of transport, and is beyond the Organizer's control and responsibility.

9. TRAVEL DOCUMENTS, HEALTH, AND LEGAL REGULATIONS:

For travel abroad, the Traveler must have a valid travel document with a validity of at least 6 months from the end date of the trip and must provide the Organizer, within the required timeframe, with correct and complete information and documents necessary for obtaining a visa, if the Organizer is responsible for obtaining it.

An official of the Organizer's agency or the Intermediary is not authorized to verify the validity of travel or other documents. When the Organizer assists in submitting documentation, it does not guarantee the issuance of a visa, the timely issuance of a visa, and bears no responsibility for invalid travel or other documents, or if border authorities or immigration services deny the Traveler entry, transit, or further stay.

If the Traveler loses their travel documents or they are stolen during the trip, they are obliged, at their own expense, to obtain replacements in a timely manner and bear all potential negative consequences arising from this.

The Traveler is obliged to arrange Special Services related to their health condition, such as specific dietary requirements, accommodation features, etc., due to chronic illness, allergies, disabilities, and similar conditions. Otherwise, the Organizer assumes no special obligation, responsibility, or liability for any related damages. For trips to countries with specific regulations requiring mandatory vaccinations or certain documents, it is the Traveler's responsibility to obtain the necessary vaccinations and provide the appropriate certificates, and the Traveler bears full responsibility for any resulting consequences or damages.

The Traveler is obliged to strictly comply with the customs, foreign exchange, and other regulations of the Republic of Serbia, as well as those of transit and destination countries. In the event that continuation of the trip or stay becomes impossible, the Traveler bears all resulting consequences and costs.

If the trip cannot be carried out due to the Traveler's failure to comply with the provisions of this section, the provisions of Article 12 of the General Terms shall apply.

10. LUGGAGE:

The Traveler is specifically warned that: baggage transport up to a certain weight, as determined by the airline, is free of charge. Excess baggage must be paid for by the Traveler according to the carrier's current rates specified in the travel Program. Transport of special baggage from the airport to the hotel and back is the sole responsibility of the Traveler. All airports apply special security regulations regarding hand luggage. For more information, the Traveler is advised to contact Nikola Tesla Airport in Belgrade at 011/209-4444 or visit the website: www.beg.aero. Any damage or loss of baggage during flights must be reported immediately on-site to the competent airport lost-and-found service, as airlines generally refuse

compensation if the damage report form is not completed and submitted. The Traveler is also obliged to report any loss, damage, or disappearance of baggage during the trip to the Organizer's representative.

For bus transport, the Traveler may bring two pieces of baggage per seat and hand them over to an authorized representative of the Organizer. Children under two years of age are not entitled to free baggage. The Traveler is responsible for their personal belongings brought onto the vehicle, for handing over or collecting baggage given to the authorized carrier representative, and for baggage brought into the accommodation facility. All rights regarding baggage are exercised through the Organizer or directly with the carrier, accommodation provider, or insurer, in accordance with applicable international and domestic regulations. Transport of baggage from the parking area to the accommodation unit is the Traveler's responsibility (the transport will be provided as close as possible to the accommodation facility). The Organizer is not responsible for any items left behind on the vehicle.

Except in cases of intent or gross negligence, the Organizer bears no responsibility for valuable items that are not normally carried along, unless they have explicitly accepted such items for safekeeping. Therefore, it is not recommended that the Traveler bring valuables on the trip; if they do, they should either hand them in for safekeeping or keep them personally. The Traveler is obliged to visibly label their baggage with personal information and must not leave personal documents, belongings, or valuables in parked vehicles, as the Organizer is not responsible for their loss. It is recommended that documents, gold, valuables, technical equipment, and medications be carried exclusively in hand luggage and, during the stay, deposited in a safe whenever possible.

The Traveler is obliged to report any loss, damage, or disappearance of baggage during the trip to the Organizer's representative.

11. CHANGES AND CANCELLATION OF THE CONTRACT BY THE ORGANIZER:

11.1. Before the start of the trip:

The Organizer may modify the travel Program only if the changes are caused by extraordinary circumstances that the Organizer could not foresee, avoid, or resolve. Costs incurred due to changes in the Program are borne by the Organizer, while any reduction in costs benefits the Traveler. Replacement of the contracted accommodation may only be made using a facility of the same category, or, at the Organizer's expense, using a higher-category facility in the contracted location. If significant changes to the travel Program are made without justified reasons, the Organizer must fully refund the Traveler for all payments received if the Traveler cancels the trip as a result (Article 879 of the Obligations Law).

The Organizer has the right to terminate the Contract in the event of:

- Due to an insufficient number of registered passengers, as expressly stated in the Travel Program, provided that the Passenger was informed of this within the period specified in the Travel Program before the start of the tour.
- Due to the inability to fulfil contractual obligations for which neither contracting party is responsible, and which, had they existed at the time the Program was published, would have been a justified reason for the Organizer not to publish the Program and not to conclude the Contract, with the obligation to refund the Passenger the paid amount no later than 15 days from the date of cancellation. In the case of accepting a

new Contract, the Passenger waives any claims against the Organizer based on the originally concluded Contract.

11.2. During the trip

During the trip, the Organizer, who is obliged to inform the Passenger without delay and in the most appropriate manner, reserves the right to change the date or time of travel, as well as the right to alter the travel route and make necessary modifications to the Program if the travel conditions change (such as a changed flight schedule, emergency landing, border or traffic congestion, closure of a planned sightseeing location, changes in visa regulations, security situation, natural disasters, or other extraordinary and objective circumstances or force majeure), without any obligation to compensate the Passenger or provide any other form of reimbursement. In such cases, the Organizer alone bears any additional costs arising from changes to the Program.

- If the Passenger disrupts the execution of the trip due to rude or inappropriate behavior, regardless of any prior warning given, the Organizer may request compensation for any resulting costs.
- In the event of extraordinary circumstances during the trip that could not have been foreseen in advance and that may be considered force majeure (such as terrorist attacks, a state of emergency, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc.), both contracting parties have the right to terminate the Contract. In such a case, the Organizer is entitled to actual incurred costs and is obligated to pay half of the transportation costs for the Passenger's return. The Organizer assumes no responsibility if the Passenger refuses the offered return using the provided means of transport.

12. CANCELLATION OF THE CONTRACT BY THE PASSENGER

12.1. Before the start of the trip

The Passenger has the right to withdraw from the trip, and is obliged to notify the Organizer in writing in the manner in which the Contract was concluded. The date of the written cancellation of the Contract serves as the basis for calculating the fee owed to the Organizer, expressed as a percentage according to the cancellation scale in relation to the total price of the trip, unless otherwise specified in the Program, as follows:

- If the Passenger cancels the trip in a timely manner (90 to 45 days in advance), the Organizer is entitled only to compensation for the incurred administrative costs.
 - 10% if the trip is canceled 44 to 30 days before the start of the trip
 - 20% if canceled 29 to 20 days before the start of the trip
 - 40% if canceled 19 to 15 days before the start of the trip
 - 80% if canceled 14 to 10 days before the start of the trip
 - 90% if canceled 9 to 6 days before the start of the trip
 - 100% if canceled 5 to 0 days before the start of the trip or during the trip

Exceptionally from the above, the following cancellation scale shall apply:

A. For cruise trips:

- 5% at least 60,00 eur for at least 91 days before the start of the trip
- 15% from 90 to 45 days before the start of the trip
- 30% from 44 to 29 days before the start of the trip

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- 50% from 28 to 15 days before the start of the trip
 - 80% from 14 to 7 days before the start of the trip
 - 95% from 6 to 3 days before the start of the trip
 - 100% on the day of the trip, in case of no-show, or if the Passenger withdraws during the trip
- B. For recreational trips for preschool age, nature lessons, school and university excursions, if the entire contract is canceled:
- 5%, but at least 60.00 EUR, if canceled up to 91 days before the start of the trip
 - 20% if canceled 119 to 90 days before the start of the trip
 - 50% if canceled 89 to 60 days before the start of the trip
 - 80% if canceled 59 to 45 days before the start of the trip
 - 100% if canceled 44 days or fewer before the start of the trip or during the trip

Changing the agreed-upon location, travel date, means of transport, accommodation facility, accommodation unit, failure to obtain a visa, non-payment of the agreed price, or similar, is considered a withdrawal from the trip by the Passenger. The Passenger is obliged to compensate the Organizer only for actual incurred costs (transportation, accommodation, travel organization, etc.) if the cancellation occurred due to:

- Sudden illness of the Passenger, spouse, child, parent, brother or sister of the Passenger, adoptee or adoptive parent; death of the Passenger, spouse, child, parent, brother or sister of the Passenger, adoptee or adoptive parent; military service call for the Passenger; or natural disasters or a state of emergency officially declared by the competent authority of the country of travel.

For the aforementioned cases, the Passenger is obliged to provide the Organizer with proof to exercise rights under health insurance due to temporary incapacity for work (a certificate from a general practitioner or a discharge summary from a hospital explicitly confirming sudden illness and inability to travel), or a death certificate, or a military service call. Local terrorist attacks, explosions, infections, epidemics and other diseases, natural disasters, climatic conditions, etc., for which no state of emergency has been declared by the competent authorities of the home country or the country of travel, cannot be considered valid reasons for the Passenger to cancel or interrupt the trip.

Sudden illness means a sudden and unexpected disease, infectious disease, or organic disorder determined by an authorized physician, which occurs after the travel contract has been concluded and is not related to, nor a consequence of, any pre-existing medical condition, and is of such a nature that it requires treatment, hospitalization, and prevents the commencement or use of the contracted trip. In the event that the Passenger provides an appropriate replacement, or if the Organizer arranges the replacement, the Organizer is obliged to refund the Passenger the paid amount in full, minus only the actual incurred costs. In the case of a Passenger replacement, the Organizer is required to conclude a Contract with the new Passenger. In the event of trip cancellation covered by an insurance policy, the Passenger exercises their rights directly with the insurer.

In the event of contract cancellation, the amount paid by the Passenger to the Organizer for visa processing, as well as any statutory or other obligatory fees, is non-refundable.

12.2. After start of the trip:

If, due to trip cancellation, the Passenger fails to use any of the contracted services through their own fault, the Organizer will attempt to obtain compensation from the service provider for the unused services. If the service provider does not refund the money, the Passenger has no right to a refund for the corresponding part of the unused trip. If the service is insignificant or of minimal value, the Organizer is released from this

obligation. If a significant portion of the services specified in the Contract is not provided due to the Organizer's fault, the Organizer is obliged to take certain preventive measures to allow the trip to continue or to offer the Passenger alternative appropriate services until the completion of the trip, at no additional cost to the Passenger, all in accordance with Section 14 of these General Terms and Conditions, without affecting the Passenger's other statutory rights.

13. INSURANCE, DEPOSIT, AND TRAVEL GUARANTEE

The travel price does not include travel insurance. The Organizer recommends taking out insurance, which is not legally mandatory, including liability insurance, trip cancellation insurance, health insurance, and accident insurance. If the Organizer and the Agent offer travel insurance, it is solely as an intermediary service. The insurance contract is concluded only between the Passenger and the insurance company, to which any claims must be directed directly. The Passenger should read the insurance terms and obligations under the insurance contract. Insurance premiums are not part of the travel price and become due immediately upon concluding the insurance contract. By signing the Contract, the Passenger confirms that they have been informed about and advised on securing a travel insurance package.

The travel insurance package does not necessarily include health insurance, so it is recommended that the Passenger arrange it independently, as lack of coverage may result in border authorities refusing further travel or the Passenger having to bear significant costs of any medical treatment.

In accordance with the provisions of the Tourism Law, the Organizer has a deposit of €5,000 and a travel guarantee for license category A in the amount of €250,000, which, in the event of A) insolvency of the Organizer, covers:

1. the costs of necessary accommodation, meals, and return of the Passenger from the trip to the place of departure domestically and abroad;
2. claims for amounts paid by the Passenger under the Travel Contract for trips not realized by the Organizer;
3. claims for amounts paid by the Passenger in the event of trip cancellation by the Passenger, in accordance with the General Terms and Conditions of travel;
4. claims for the difference between amounts paid under the Travel Contract and amounts reduced proportionally due to non-performance or partial performance of services included in the Travel Program.

In case B) for compensation of damages, coverage ensures compensation for harm caused to the Passenger due to non-fulfillment, partial fulfillment, or improper fulfillment of the Organizer's obligations as defined by the General Terms and Conditions and the Travel Program:

1. for claims of amounts paid by the Passenger under the Travel Contract for trips not realized by the Organizer;
2. for claims of the difference between amounts paid under the Travel Contract and amounts reduced proportionally due to non-performance or partial performance of services included in the Travel Program.

The coverage period of the Travel Guarantee is from the date of its issuance until the end of the trip, i.e., until the Passenger returns to the agreed destination.

Miross d.o.o. Majke Jevrosime 19/I
11000 Belgrade, PAK 106502, Republic of Serbia
License of **A 25** category nb. OTP 146/2021
E-mail: office@miross.rs
Tel/Fax: +381 (11) 30-32-225, 30-33-226
REG: 07481721, **VAT:** 100048877

The guarantee under Insurance Policy No. 30000052827, dated 10.09.2025, concluded with Milenijum-osiguranje a.d.o. Belgrade, Bulevar Milutina Milankovića 3b, is valid from 01.10.2025 to 30.09.2026. The travel guarantee is activated without delay, i.e., within 14 days from the occurrence of the insured event, with Milenijum-osiguranje a.d.o. Belgrade.

The Passenger exercises their rights to compensation based on a final and enforceable court judgment, or a decision of an Arbitration Court or another out-of-court consumer dispute resolution, in accordance with these General Terms and Conditions and the General Terms and Conditions of YUTA.

14. ASSISTANCE, COMPLAINTS, LAWSUITS, AND DISPUTE RESOLUTION

The travel Organizer is obliged to visibly display at the point of sale information on how and where to submit a complaint, and to ensure the presence of a person authorized to receive complaints during working hours.

The travel Organizer is obliged to keep a record of received complaints and to retain it for at least two years from the date the Passenger submitted the complaint.

The Passenger is obliged to immediately report a justified complaint on-site to the local representative of the Organizer, and in urgent cases, if the representative is not available, to the direct service provider (e.g., transport operator, hotelier, etc.), or if such persons are not listed in the travel documents, directly to the Organizer.

For assistance, emergencies, and other cases, as well as complaints, the Passenger can contact the Organizer by phone at +381 11 3033 225, by fax at +381 11 3034 615, on weekdays from 09:00 to 17:00, Saturdays from 09:00 to 14:00 Central European Time, or by email at office@miross.rs. For urgent or similar matters, the Passenger must provide the Contract number, travel destination, name of the accommodation facility, names of the passengers, address or phone number, and other contact information.

The Passenger is obliged to cooperate in good faith during the complaint process to resolve the issue within an appropriate timeframe depending on the nature of the complaint (typically 24 to 48 hours, e.g., refrigerator malfunction, power or water outage, poorly cleaned apartment, or other deficiencies) and to accept the proposed solution that corresponds to the contracted service.

If the cause of the complaint is not resolved on-site, the Passenger and the Organizer's representative shall prepare a written confirmation in two copies, which both parties draft and sign. The Passenger retains one copy of this confirmation. Local representatives do not have the authority to acknowledge any claims for compensation; this authority lies exclusively with the Organizer. The Passenger cannot request a proportional price reduction, contract termination, or compensation if they negligently or improperly fail to notify the authorized representative and the Organizer on-site, without delay and in a timely manner, about deficiencies between the provided and contracted services.

If the deficiencies are not resolved on-site, the Passenger is obliged, within fifteen days from the end of the trip, or within thirty days from the date the "deficiencies" are identified, to submit a justified and documented complaint (a written complaint on-site, receipts for paid expenses, a request specifying the types of unfulfilled services, factually detailed and quantified for each Passenger individually, witnesses, and other evidence) and request a refund of the price difference between the contracted and unfulfilled or partially

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fulfilled services. Each Passenger who is a signatory to the Contract must submit the complaint individually, on their own behalf and on behalf of the persons included in the Contract, or on behalf of persons with proper authorization, as the Organizer will not consider group complaints. It is recommended that the Passenger submit the complaint in writing to the Organizer's address in Belgrade at Majke Jevrosime 19.

The Passenger may submit a complaint orally at the point of sale where the Travel Contract was concluded, or at another designated location for receiving complaints, electronically, or on a durable medium, along with documentation demonstrating the validity of the complaint.

The Organizer is obliged to process only timely, justified, and documented complaints submitted by the Passenger, for which the cause could not be resolved during the trip on-site, and to issue the Passenger a written confirmation or confirm receipt of the complaint electronically, specifying the number under which the complaint has been recorded in the log of received grievances.

The Organizer is obliged to provide the Passenger with a written response within 8 days of receiving a properly submitted complaint and to pay the price difference within 15 days. The Organizer may extend this period with the Passenger's consent, which must be recorded in the complaint log.

If the complaint is incomplete and needs to be corrected, the Organizer will provide the Passenger with a response, requesting that it be properly completed within the given timeframe, under the threat of forfeiture. The Organizer, in accordance with good business practices, will respond to the Passenger within the legal timeframe even to complaints that are untimely, unfounded, or improperly submitted.

A price reduction resulting from the Passenger's complaint may only cover the amount corresponding to the complained-of and unfulfilled part of the service; it cannot include services already used, nor can it reach the total contracted price. The amount of compensation paid based on a valid and timely complaint under the Contract is proportional to the extent of the unfulfilled or partially fulfilled service.

If the Passenger accepts the compensation as a proportional price reduction, or any other form of compensation, it is assumed that they agree with the Organizer's proposal for an amicable settlement of the dispute and thereby waive all further claims against the Organizer regarding the disputed matter, regardless of whether a written confirmation of the refund, including a clause on final resolution of mutual disputes, has been signed.

It is considered that the refund of the price difference to the Passenger has been executed and an agreement reached in accordance with the law, these General Terms and Conditions, and the General Terms and Conditions of YUTA when the Organizer has offered the Passenger a fair price difference for inadequately provided services, based on the price list of the direct service provider valid on the date the Travel Contract was concluded and other available evidence, and when the Organizer has acted in compliance with applicable regulations.

Any request by the Passenger to initiate proceedings before third parties, prior to the expiration of the complaint resolution period, shall be considered premature, as shall notifying public press and media, constituting a breach of the Contract.

15. TRAVEL PROGRAM ON REQUEST BY THE PASSENGER AND INDIVIDUAL SERVICES:

15.1. Travel Program on Request by the Passenger:

An individual trip (hereinafter: Program on Request) for the Passenger is a combination of two or more services, as well as a multi-day stay that includes only accommodation for specific dates, which is not included in the Organizer's standard offer, or which the Organizer has not previously published, but has arranged at the Passenger's request.

For a program on request, the provisions of the previous sections of these General Terms and Conditions apply accordingly, unless otherwise stipulated in this section.

For a Program upon request, the provisions of the previous sections of these General Terms and Conditions apply accordingly, unless otherwise regulated by this section.

- If the Passenger cancels the trip in a timely manner (90 to 60 days in advance), the Organizer is entitled only to compensation for incurred administrative costs.
- 15% if the trip is canceled 60 to 30 days before the start of the trip
- 20% if canceled 29 to 20 days before the start of the trip
- 40% if canceled 19 to 15 days before the start of the trip
- 80% if canceled 14 to 10 days before the start of the trip
- 90% if canceled 9 to 6 days before the start of the trip
- 100% if canceled 5 days before the start of the trip or during the trip

15.2. Individual Services and "Reservation-on-Request":

If the Passenger books only a single service that does not include accommodation, the Organizer acts solely as an intermediary for a third-party service. For individual and "reservation-on-request" bookings, the Passenger pays a deposit for the reservation costs, which cannot be less than €50, converted to the local currency at the official middle exchange rate on the day of payment. If the reservation is accepted by the Passenger, the deposit is credited toward the service price. If the service intermediary does not confirm the reservation within the agreed period, the deposit is fully refunded to the Passenger. If the Passenger does not accept the offered or confirmed reservation, which fully meets the Passenger's requirements, the service intermediary retains the deposit in full.

The service intermediary, except in cases of gross negligence or willful misconduct, is not liable for deficiencies, material, or bodily damages in individual tourist services requested by the Passenger, for which the intermediary acts solely between the Passenger and the direct service providers (e.g., individual accommodation, transport, tickets for sports events, excursions, car rentals, etc.). Upon obtaining proof of an individually contracted service, contractual relationships come into effect exclusively between the Passenger and each individual service provider.

16. PASSENGER PERSONAL DATA PROTECTION:

The Passenger is informed that the Organizer has aligned its operations with the Personal Data Protection Law and agrees that the personal data of the Passenger and travel companions from the travel contract

confirmation—such as personal ID number (JMBG), passport number, phone number, email address, residential address, etc.—which the Passenger provides voluntarily, constitute the business secret of the Organizer and may be used in the manner and under the conditions prescribed by the Personal Data Protection Law. The Passenger agrees that the Organizer may use personal data for the execution of the contracted Travel Program, provided that addresses, locations, times, trip prices, and the names of travel companions are not disclosed to third parties, except to those authorized by specific regulations.

17. OBLIGATION TO COMPLY:

The Organizer may provide, in the Program or in the Special Travel Conditions, provisions that differ from these General Terms and Conditions due to specific conditions and rules of the direct service providers, as well as for trips with special content (such as sports events, congresses, and similar international events, or special types of tourism – school trips, hunting and fishing, extreme sports, etc.), which form an integral part of such Contracts.

The invalidity of individual provisions of the Contract does not affect the validity of the entire Travel Contract, and the same applies to these General Terms and Conditions.

These General Terms and Conditions are effective from 01.10.2025, at which date the General Terms and Conditions from 01.10.2024 cease to apply.

***NOTE:** In case of discrepancies between text in English language and Serbian language, version in Serbian language will be considered as valid version.