



MASTER CHARTER travel agency, trade and services d.o.o.

Headquarters: Bezine 14, 21231 Klis, Croatia / Contact: 00 385 (21) 274442 / e-mail:

info@mastercharter.com

Office: Marasovića 67, 21000 Split

Based on Article 21 of the Law on Provision of Services in Tourism (Narodne Novine 130/17, 25/19, 98/19 and 42/20), MASTER CHARTER d.o.o., headquartered in Klis, Prugovo, Bezine 14, VAT No: 27750254102 (hereinafter referred to as "the Agency") makes the following:

GENERAL TERMS AND CONDITIONS

Article 1.

1.) These General Terms and Conditions (hereinafter referred to as the "General Conditions") regulate the rights and obligations between the Agency and legal or natural persons interested in chartering a vessel from the offer of the Agency and concluding an agreement with the Agency for chartering vessels or additional services relating to the chartering of vessels (hereinafter referred to as "Charterers").

Article 2.

1.) The Agency is a legal entity registered with the relevant registry court for the activities of travel agencies - charter and as such provides accommodation services on a vessel or additional services related to accommodation on vessels (food and beverage services, transport services, leisure and sports activities on vessels, rental services of guides and nannies, etc.), all in accordance with the special conditions of accommodation for each vessel and the official price lists that will be given to the Charterer.

2.) The Charterers are all legal and natural persons and associations interested in chartering a boat for accommodation and leisure, as well as for chartering additional services related to chartering a boat for accommodation and leisure.

Article 3.

1.) The Agency is a legal entity that has signed cooperation agreements with shipowners and, under these agreements, is authorized to offer the vessels to the Charterers in accordance with special conditions and official price lists, and which is authorized to sign charter agreements with the Charterers related to those vessels or any additional services in accordance to the charter of those vessels.

2.) The Agency declares that all vessels subject to charter meet all safety standards and conditions that are regulated by the regulations of the Republic of Croatia and international regulations, and declares that the crew members have all the necessary permits, certificates and permits to work in a particular workplace, and that are completely physically and mentally sound.



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Article 4.

- 1.) Prices of individual vessels as well as any discounts are listed on the Agency's website, and with the same prices as well as payment terms and discounts the potential Charterer will be informed during the negotiation process, the price as well as payment terms and discounts will be quoted in the proposal of each specific agreement.
- 2.) During the negotiation, the Agency shall inform the Charterer of the General Terms and Conditions for provision of service prescribed by the owner of each vessel, which General Terms and Conditions form an integral part of each specific charter agreement.
- 3.) As a rule, the Charterer is obliged to pay the first part of the charter fee of 50% of the price of accommodation within 3 (three) days from the signing of the agreement, and the rest of the charter fee together with the price of any additional services agreed shall be paid no later than 45 days before the first day of service accommodation.
- 4.) The Agency shall sign and submit to the Charterer the proposal of the agreement with agreed prices, payment terms and possible discounts at the address of his or her e-mail.
- 5.) If the Charterer does not sign the agreement submitted by the Agency but pays the first amount of the charter fee from the agreement, the agreement shall be considered signed by the Charterer as well.
- 6.) If the Charterer does not sign the agreement or pay the first amount of the charter fee within 15 (fifteen) days from the date when the agreement was submitted to him or her by e-mail, the Agency shall not be considered bound to the agreement and shall be free to offer the vessel to another interested Charterer.

Article 5.

- 1.) As a rule, the Charterer shall pay the agreed charter fee to the Agency within the agreed deadlines, through a bank transaction to the Agency's account number (IBAN), which is specified in the agreement for the charter of an individual vessel.
- 2.) The Charterer can exceptionally pay the agreed charter fee also by credit card according to the payment information provided by the Agency.
- 3.) The Agency receives credit card payments through an authorized intermediary for this type of payment and at no time does the Agency have credit card numbers or any other information of the Charterer's credit card.

Article 6

- 1.) After the Agency and the Charterer have signed the agreement, the Charterer will provide the Agency with information on guests who will directly consume the accommodation service on board the vessel.

Registered at the Court of Commerce in Split under subject identification number: 080573768;
Raiffeisenbank Austria d.o.o., Petrinjska 59, Zagreb 10000, IBAN: HR9124840081103781111
Share capital: 20.000,00 HRK paid in full



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2.) For the purposes of paragraph 1 of this Article, the Charterer shall provide the Agency with the following information on direct guests:

- name and surname of the guest;
- date, place and year of birth of the guest;
- information on the travel document (number of travel document, date of issue, issuing country and issuing authority),
- special preferences or needs (e.g. health, religious, etc.) of the guest,
- all other information that the Agency is obliged to collect in accordance with the legal regulations of the Republic of Croatia or the country in which the service is provided for the purpose of guest records.

3.) The information referred to in paragraph 2 of this Article may be used solely and exclusively for the purpose of fulfilling legal regulations and the Agency shall not make it in any way accessible to third parties, nor may it be processed or used for any purpose other than that required by the legal regulations of the Republic of Croatia or the country where the service is provided.

4.) The Agency may request from the Charterer or each direct guest a special authorization, which must be given in a clear manner in order that certain personal information of the guest may be used for the promotional purposes of the Agency.

5.) If the Charterer or the guest has given the authorization referred to in paragraph 4 of this Agreement, he or she may at any time withdraw the same authorization and shall inform the Agency thereof without a doubt (in writing to the address of the Agency's office: Split, Marasovića 67, Republic of Croatia or through the Agency's official mail address: info@mastercharter.com).

6.) The Agency shall immediately delete all personal data of guests which is no longer required for the execution of the agreed service, unless the retention of certain information is stipulated by law.

Article 7.

1.) Based on good business practices and legal regulations, the Agency will make available to the Charterer any information that is necessary for the orderly and complete execution of the agreed service, that is which is necessary for the most safe stay of guests in the country where the service is provided.

2.) The Agency shall be at the Charterer's service at all times from the day of the conclusion of the agreement until the last day of the performed service.

3.) The Agency will in any case do everything to make the stay of guests as safe and comfortable as possible.

Article 8.

1.) The Charterer agrees to convey all relevant information provided by the Agency to the guests who will directly consume the agreed services, which are necessary for the safety of persons and property, as well as for compliance with all statutory obligations.

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2.) When performing the service, the guests are obliged to comply with all obligations, which are regulated by the terms for the provision of service on board the vessel, which are prescribed by the owner of each individual vessel, which conditions form an integral part of each agreement concluded by the Agency and the Charterer for a particular vessel.

3.) During the negotiation, the Agency is obliged to inform the Charterer of all regulations of the terms for the provision of accommodation service on a vessel, and both parties are obliged to abide by the same regulations.

Article 9.

1.) The Agency shall be liable to the Charterer solely within the scope of its obligations and duties.

2.) The Agency, all of the time, has a contracted professional liability insurance policy as well as a bail insurance policy, and is obliged to present them at the request of the Charterer.

Article 10.

1.) These Terms will be permanently publicly available on the Agency's web pages and it is considered that each Charterer, at the time of the conclusion of the agreement, met and accepted them, and thus become an integral part of each specific agreement.

MASTER CHARTER d.o.o.

Kristina Petričević, CEO



MASTER CHARTER
d.o.o.
KLIS