

www.palma-travel.eu

INDEPENDENT TOURS

2022



PALMA

30 years

INTRODUCTION



Greetings and Welcome to PALMA TRAVEL DMC, your complete travel partner!

We combine high quality services with reasonable prices and personal touch. Our inspiration comes from the elegance of urban cities, green countryside always raises our spirit and our hearts guide us to create and fulfil the dreams of each and every traveller. At every point since the establishment of the company over three decades ago, we have proven to be a reliable business partner with comprehensive and diverse range of travel arrangements. We are determined to provide the best support, ultimately saving you money and time to focus on things that matter the most to you.

Our team of professionals welcomes you to Slovenia and its nearby countries: Austria, Italy, Croatia, Hungary, Serbia, Bosnia & Herzegovina, Albania, Macedonia, Bulgaria, Germany, Switzerland and others. So, join us and enjoy the hospitality of the people, fantastic variety of regions, natural wonders and local traditions and culture.

PALMA TRAVEL DMC is committed in finding the best solutions for our partners. Since 1990, our Mission is to fulfil our clients' needs and to provide exceptional services that satisfy their expectations. Our priorities are to be the most innovative in the industry, to maintain our professionalism and to be readily accessible for our clients. Long-term experiences, high-quality expectations, constant creativity enabled us to establish strong business relationships with our partners and our future clients.

To keep up with trends and needs of your future clients, we have carefully selected destinations and experiences to provide a perfect product for every passenger. Our FIT tours include accommodation in chosen level of hotels, private transfers, private sightseeing and basic entrances based on selected program. Since this is an FIT product, departures are possible every day, allowing your clients to select their own dates of travel.

We really tried to create unique packages that ensure safe & fun travel, but we can also adjust and tailor make some of the tours based on client's additional needs and desires.

INFO

INCOMING DEPARTMENT

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TA PALMA IS A MEMBER OF:



CERTIFICATES OF EXCELLENCE:





TRANSPORTATION

Our vehicles are comfortable and perfect for long distance traveling. Private transfers are done either with highly comfortable cars or luxury vans.

Some tours include also train, ferry and air transportation. Those transfers are never private and are bought in economy/coach classes with optional upgrades if clients demand it. All changes and cancellations of those services will be charged based on providers terms and service charges.



ACCOMMODATION

Hotels in our portfolio are highly rated but categorized differently. Located in straight city center or semi-central location, they assure you a comfort and unforgettable stay. Hotel categories go from standard local 3* or 4*, to superior 4 and 5 star. Service is usually based on bed and breakfast.



SIGHTSEEINGS

Our tours include a lot of free time for independent explorings. Sightseeings usually with included HOP ON-HOP OFF service on destination, to ensure you can really enjoy and discover destinations on your own.

FOR YOUR BEST EXPERIENCE, WE HAVE DIVIDED OUR TOURS IN TWO CATEGORIES:



PALMA CLASSIC

Our classic tours include standard accommodation in carefully selected standard local 3* or 4* on central and semi central locations. Come with us on a journey to the picturesque towns, plains, hills and valleys, to the countries of the Mediterranean coast, all to the rhythm of good music and traditional folklore.



PALMA COLLECTION

For more demanding clients that seek superior comfort and excellent service, we have also prepared Palma's collections options. Those are always based superior 4* or 5* hotels on great locations with deluxe bed & breakfast service.



KIDS DISCOUNTS (WITH 2 ADULTS IN DBL ROOM):

- children up to 2 years (without bed and services): **FREE OF CHARGE**
- children from 3- 5,99 years on extra bed: **50% discount**
- children 6 - 11,99 years: **30% discount**



SLOVENIA GREEN, ACTIVE, HEALTY

STAJERSKA REGION - BLED - PORTOROŽ

8 DAYS / 7 NIGHTS PACKAGE

DAY 1: arrival at Ljubljana airport. Transfer to your spa hotel in Štajerska region; overnight in hotel

DAY 2: breakfast and overnight in hotel; free time for relax or excursions;

DAY 3: breakfast in hotel and transfer from Štajerska region to Bled; accommodation in hotel and free time; overnight in hotel;

DAY 4: breakfast and overnight in hotel; free time for relax or excursions;

DAY 5: breakfast in hotel and transfer from Bled to Portorož; stopover in Ljubljana and private walking tour of the city center; in the afternoon arrival in Portorož accommodation in your hotel and overnight;

DAYS 6 and 7: breakfast and overnight in hotel; the rest of the stay free time for excursions, activities or relax; overnights in hotel;

DAY 8: after breakfast transfer from hotel to Ljubljana airport.

PREDICTED HOTELS:

- ŠTAJERSKA REGION (Rogaška or Podčetrtek):
Classic: Hotel Breza or similar
Collection: Hotel Sotelia or similar
- BLEĐ
Classic: Hotel Lovec or similar
Collection: Hotel Rikli Balance or similar

PORTOROŽ

- Classic:** Hotel Riviera or similar
- Collection:** Kempinski Palace Hotel or similar

 PALMA CLASSIC	 PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.124 EUR	1.379 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.170 EUR	1.475 EUR
01.07 – 31.08	
1.220 EUR	1.600 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
350 EUR	455 EUR

SERVICES INCLUDED:

- 2 nights accommodation with breakfast in SPA hotel in ŠTAJERSKA REGION
- 2 nights accommodation with breakfast in hotel in BLEĐ
- 3 nights accommodation with breakfast in hotel in PORTOROŽ
- local taxes nad service charges
- private arrival transfer from Ljubljana airport to hotel in Štajerska region
- private transfer from Štajerska region to Bled
- private transfer from Bled to Portorož with stopover in Ljubljana
- private walking tour of Ljubljana city center
- private departure transfer from Portorož to airport Ljubljana





INVIGORATING CAPITALS

LJUBLJANA & ZAGREB

6 DAYS / 5 NIGHTS PACKAGE

DAY 1: arrival at Ljubljana airport. Transfer to your hotel in Ljubljana; overnight in hotel

DAY 2: breakfast in hotel and then walking tour of Ljubljana city centre; free afternoon and overnight in hotel;

DAY 3: breakfast and overnight in hotel; free time for relax or excursions;

DAY 4: breakfast in hotel and transfer from Ljubljana to Zagreb; after arrival accommodation in your hotel and meeting with the local guide for private guided tour of the city; overnight in hotel;

DAY 5: breakfast and overnight in hotel; free time for relax or excursions;

DAY 6: after breakfast transfer from hotel to Zagreb airport.

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
755 EUR	1.035 EUR
01.05 – 30.06; 01.09 – 30.09;	
908 EUR	1.130 EUR
01.07 – 31.08	
770 EUR	1.035 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
275 EUR	375 EUR

PREDICTED HOTELS:

• LJUBLJANA:	• ZAGREB
Classic: Best Western Premier Slon or similar	Classic: Hotel International or similar
Collection: InterContinental Ljubljana or similar	Collection: Esplanade Zagreb Hotel or similar

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in LJUBLJANA
- 2 nights accommodation with breakfast in hotel in ZAGREB
- local taxes and service charges
- arrival transfer by private car from Ljubljana airport to hotel in Ljubljana
- private transfer from Ljubljana to Zagreb
- private walking tour of Ljubljana city centre
- private guided tour of Zagreb city
- transfer departure by private car from Zagreb to airport Zagreb





MAGNIFICENT LAKES & BLUE ADRIATIC SEA

BLD - PLITVICE LAKES - SPLIT - DUBROVNIK

10 DAYS / 9 NIGHTS PACKAGE

DAY 1: arrival at Ljubljana airport. Transfer to your hotel in Bled; overnight in hotel

DAYS 2 and 3: breakfast and overnight in hotel; free time for excursions,

DAY 4: breakfast in hotel and transfer from Bled to Plitvice National park; private visit of Plitvice NP (entrance in the NP included), after the visit accommodation in your hotel and overnight.

DAY 5: breakfast in hotel and transfer to Split; accommodation in your hotel and free time for relax or exploring the city on your own; overnight in your hotel.

DAY 6: after breakfast explore dalmatian capital Split with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 7: breakfast in hotel and transfer from Split to Dubrovnik, after arrival accommodation in the hotel, free afternoon for relax or explore the old town on your own, overnight in hotel.

DAY 8: after breakfast private walking tour of Dubrovnik old town; free afternoon for excursion, overnight in hotel.

DAY 9: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 10: after breakfast transfer from hotel to Dubrovnik airport.

PREDICTED HOTELS:

- | | |
|--|---|
| • BLED | • SPLIT |
| Classic: Hotel Lovec or similar | Classic: Corner or similar |
| Collection: Hotel Rikli Balance or similar | Collection: Hotel Park or similar |
| • PLITVICE LAKES | • DUBROVNIK |
| Classic: Hotel Jezero or similar | Classic: Valamar Lacroma Hotel or similar |
| Collection: Ethno Selo Plitvica Houses or similar | Collection: Valamar President Hotel or similar |

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.970 EUR	2.326 EUR
01.05 – 30.06; 01.09 – 30.09;	
2.138 EUR	2.660 EUR
01.07 – 31.08	
2.320 EUR	2.840 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
585 EUR	765 EUR

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in BLED
- 1 night accommodation with breakfast in hotel in PLITVICE
- 2 nights accommodation with breakfast in hotel in SPLIT
- 3 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private arrival transfer from Ljubljana airport to hotel in Bled
- private transfer from Bled to NP Plitvice lakes and to hotel in Plitvice area
- private car transfer from NP Plitvice to Split
- private transfer from Split to Dubrovnik
- private departure transfer from hotel in Dubrovnik to Dubrovnik airport
- private guided tour of Plitvice NP (entrance in the NP included)
- hop-on & hop-off sightseeing bus tour in Split





PURE CROATIA

ZAGREB - PLITVICE LAKES - SPLIT - DUBROVNIK

8 DAYS / 7 NIGHTS PACKAGE

DAY 1: arrival at Zagreb airport. Transfer to your hotel in Zagreb; overnight in hotel

DAY 2: after breakfast guided tour of Zagreb historical centre; free afternoon for excursions, activities or relax; overnight in hotel;

DAY 3: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 4: after breakfast and transfer to Split, stopover in Plitvice, for private visit the National park (entrance in the NP included) in the late afternoon continue to Split, accommodation in your hotel and overnight;

DAY 5: after breakfast explore dalmatian capital Split with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 6: breakfast in hotel and transfer from Split to Dubrovnik; free time for relax or explore the old town on your own, overnight in hotel.

DAY 7: after breakfast private walking tour of Dubrovnik old town; free afternoon for excursion, overnight in hotel.

DAY 8: after breakfast transfer from your Dubrovnik hotel to Dubrovnik airport.

PREDICTED HOTELS:

- | | |
|--|---|
| • ZAGREB | • SPLIT |
| Classic: Hotel International or similar | Classic: Corner or similar |
| Collection: Esplanade Zagreb Hotel or similar | Collection: Hotel Park or similar |
| | • DUBROVNIK |
| | Classic: Valamar Lacroma Hotel or similar |
| | Collection: Valamar President Hotel or similar |

 PALMA CLASSIC	 PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.599 EUR	1.980 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.865 EUR	2.240 EUR
01.07 – 31.08	
1.910 EUR	2.375 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
455 EUR	595 EUR

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in ZAGREB
- 2 nights accommodation with breakfast in hotel in SPLIT
- 2 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private arrival transfer by private car from Zagreb airport to hotel in Zagreb
- private transfer from Zagreb to Split with stopover in Plitvice lakes National park
- private transfer from Split to Dubrovnik
- private departure transfer from Dubrovnik to Dubrovnik
- private walking tour of Zagreb city center
- private guided tour of Plitvice NP (entrance in the NP included)
- hop-on & hop-off sightseeing bus tour in Split
- private walking tour of Dubrovnik





DALMATIAN PEARLS DUBROVNIK & SPLIT

6 DAYS / 5 NIGHTS PACKAGE

DAY 1: arrival at Dubrovnik airport. Transfer to your hotel, overnight in hotel.

DAY 2: after breakfast private walking tour of Dubrovnik old town; free afternoon for relax or to enjoy the city on your own, overnight in hotel.

DAY 3: breakfast and overnight in hotel; free time for excursions,

DAY 4: breakfast in hotel and transfer from Dubrovnik to Split; accommodation in your hotel and free time for relax or exploring the city on your own; overnight in your hotel.

DAYS 5: after breakfast explore dalmatian capital Split with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 6: after breakfast free time until transfer to Split airport.

 PALMA CLASSIC	 PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
880 EUR	1.035 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.035 EUR	1.338 EUR
01.07 – 31.08	
1.138 EUR	1.530 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
325 EUR	425 EUR

PREDICTED HOTELS:

• DUBROVNIK	• SPLIT
Classic: Valamar Lacroma Hotel or similar	Classic: Corner or similar
Collection: Valamar President Hotel or similar	Collection: Hotel Park or similar

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in DUBROVNIK
- 2 nights accommodation with breakfast in hotel in SPLIT
- local taxes and service charges
- private arrival transfer from Dubrovnik airport to hotel in Dubrovnik
- private transfer from Dubrovnik to Split
- private walking tour of Dubrovnik
- hop-on & hop-off sightseeing bus tour in Split
- private departure transfer from Split to Split airport





DALMATIAN ISLAND HOPPING

SPLIT – HVAR – KORČULA – DUBROVNIK

8 DAYS / 7 NIGHTS PACKAGE

DAY 1: arrival at Split airport. Transfer to your hotel, overnight in hotel.

DAY 2: after breakfast explore dalmatian capital Split with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 3: after breakfast embarkation and sail from Split to Hvar; upon arrival hotel staff will collect your luggage and walk to the hotel; free afternoon for relax or exploring the old town on your own, overnight in hotel;

DAY 4: breakfast and overnight in hotel; free time for relax or excursions.

DAY 5: after breakfast embarkation and sail from Hvar to Korčula; after arrival transfer to your hotel and free afternoon for relax or exploring the old town on your own.

DAYS 6: after breakfast private car transfer to the port and sail to Dubrovnik; upon arrival transfer to your hotel, free time for relax or explore the old town on your own, overnight in hotel.

DAY 7: after breakfast private walking tour of Dubrovnik old town; free afternoon for relax or to enjoy the city on your own, overnight in hotel.

DAY 8: after breakfast free time until transfer to Dubrovnik airport.

PREDICTED HOTELS:

- | | |
|--|--|
| <ul style="list-style-type: none"> SPLIT <ul style="list-style-type: none"> Classic: Corner or similar Collection: Hotel Park or similar | <ul style="list-style-type: none"> KORČULA <ul style="list-style-type: none"> Classic: Port 9 Hotel or similar Collection: Hotel Korčula della Ville or similar |
| <ul style="list-style-type: none"> HVAR <ul style="list-style-type: none"> Classic: Grand Beach Resort Amfora or similar Collection: Hotel Elisabeth | <ul style="list-style-type: none"> DUBROVNIK <ul style="list-style-type: none"> Classic: Valamar Lacroma Hotel or similar Collection: Valamar President Hotel or similar |

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
910 EUR	1.245 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.308 EUR	1.790 EUR
01.07 – 31.08	
1.440 EUR	2.029 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
490 EUR	630 EUR

SERVICES INCLUDED:

- 2 nights accommodation with breakfast in hotel in SPLIT
- 2 nights accommodation with breakfast in hotel in HVAR
- 1 night accommodation with breakfast in hotel in KORČULA
- 2 nights accommodation with breakfast in hotel in DUBROVNIK
- local taxes and service charges
- private arrival transfer from Split airport to hotel in Split
- private transfer from Korčula port to hotel in Korčula
- private transfer from Dubrovnik port to Dubrovnik hotel
- private departure transfer from Dubrovnik hotel to Dubrovnik airport
- ferry or catamaran sail from Split to Hvar
- ferry or catamaran sail from Hvar to Korčula
- ferry or catamaran sail from Korčula to Dubrovnik
- hop-on & hop-off sightseeing bus tour in Split
- private walking tour of Dubrovnik





EX YUGOSLAVIA TRAILS

LJUBLJANA – ZAGREB – BELGRADE – SARAJEVO

10 DAYS / 9 NIGHTS PACKAGE

DAY 1: arrival at Ljubljana airport. Transfer to your hotel in Ljubljana; overnight in hotel

DAY 2: breakfast in hotel, walking tour of Ljubljana city center; free afternoon and overnight in hotel;

DAY 3: breakfast in hotel and transfer from Ljubljana to Zagreb; after arrival accommodation in your hotel and meeting with the local guide for private guided tour of the city; overnight in hotel;

DAY 4: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 5: after breakfast in hotel transfer to Belgrade; accommodation in hotel and free time, overnight in hotel;

DAY 6: breakfast in hotel, guided tour of Belgrade historical center; free afternoon for excursions, overnight in hotel;

DAY 7: after breakfast transfer to Belgrade airport and flight to Sarajevo; after landing at the Sarajevo airport transfer to your hotel, accommodation and overnight.

DAY 8: breakfast in hotel, walking tour of Sarajevo historical center; free afternoon, overnight in hotel;

DAY 9: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 10: after breakfast transfer from hotel to Sarajevo airport;

PREDICTED HOTELS:

- | | |
|---|--|
| <ul style="list-style-type: none"> LJUBLJANA
Classic: Best Western Premier Slon or similar
Collection: InterContinental Ljubljana or similar | <ul style="list-style-type: none"> BEOGRAD
Classic: Mr. President or similar
Collection: Hotel Metropol Palace or similar |
| <ul style="list-style-type: none"> ZAGREB
Classic: Hotel International or similar
Collection: Esplanade Zagreb Hotel or similar | <ul style="list-style-type: none"> SARAJEVO
Classic: Hotel Holiday or similar
Collection: Swissotel Sarajevo or similar |

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.485 EUR	1.850 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.680 EUR	2.010 EUR
01.07 – 31.08	
1.580 EUR	1.965 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
540 EUR	675 EUR

SERVICES INCLUDED:

- 2 nights accommodation with breakfast in hotel in LJUBLJANA
- 2 nights accommodation with breakfast in hotel in ZAGREB
- 2 nights accommodation with breakfast in hotel in BELGRADE
- 3 nights accommodation with breakfast in hotel in SARAJEVO
- local taxes and service charges
- private arrival transfer from Ljubljana airport to hotel in Ljubljana
- private transfer from Ljubljana to Zagreb
- private transfer from Zagreb to Belgrade
- private transfer from Belgrade hotel to Belgrade airport
- OW flight from Belgrade to Sarajevo (economy class)
- private car transfer Sarajevo airport to your hotel in Sarajevo
- departure transfer by private car from Sarajevo hotel to Sarajevo airport
- private walking tour of Ljubljana city center
- private walking tour of Zagreb city center
- private guided tour of Belgrade city center
- private walking tour of Sarajevo city center





FROM VIENNA TO VENICE

VIENNA - LJUBLJANA - VENICE

9 DAYS / 8 NIGHTS PACKAGE

DAY 1: arrival at Vienna airport. Transfer to your hotel in Vienna; overnight in hotel

DAY 2: after breakfast explore Austrian capital Vienna with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 3: breakfast and overnight in hotel; free time for excursions;

DAY 4: after breakfast in hotel transfer from Vienna to Ljubljana; accommodation and overnight in your hotel;

DAY 5: after breakfast private walking tour of Ljubljana historical center; free afternoon for excursions, activities or relax; overnight in hotel;

DAY 6: breakfast and overnight in hotel; free time for excursions;

DAY 7: after breakfast in hotel transfer from Ljubljana to Venice; accommodation in your hotel and overnight;

DAY 8: after breakfast explore Venice city center with and hop-on & hop-off cruise sightseeing tour; overnight in hotel.

DAY 9: after breakfast transfer from hotel to Venice airport.

PREDICTED HOTELS:

- VIENNA
Classic: Hotel Renaissance Wien or similar
Collection: InterContinental Wien or similar
- VENICE
Classic: NH Venezia Santa Lucia or similar
Collection: Carlton Grand Canal Hotel or similar
- LJUBLJANA
Classic: Best Western Premier Slon or similar
Collection: InterContinental Ljubljana or similar

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.695 EUR	2.028 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.889 EUR	2.335 EUR
01.07 – 31.08	
1.720 EUR	2.160 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
560 EUR	760 EUR

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in VIENNA
- 3 nights accommodation with breakfast in hotel in LJUBLJANA
- 2 nights accommodation with breakfast in hotel in VENICE
- local taxes and service charges
- private arrival transfer from Vienna airport to hotel in Vienna
- private transfer from Vienna to Ljubljana
- private transfer from Ljubljana to Venice and taxi boat to your hotel in Venice
- private departure transfer by taxi boat and private car to Venice airport
- hop-on & hop-off sightseeing bus tour in Vienna
- private walking tour city center in Ljubljana
- hop-on & hop-off sightseeing cruise tour in Venice





TREASURES OF HABSBURG MONARCHY

VIENNA – BUDAPEST – ZAGREB - LJUBLJANA

10 DAYS / 9 NIGHTS PACKAGE

DAY 1: arrival at Vienna airport. Transfer to your hotel in Vienna; overnight in hotel

DAY 2: after breakfast explore Austrian capital Vienna with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 3: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 4: after breakfast train transfer to Budapest; accommodation and overnight in your hotel;

DAY 5: after breakfast explore Hungarian capital Budapest with and hop-on & hop-off sightseeing bus tour; overnight in hotel.

DAY 6: after breakfast train transfer to Zagreb; accommodation and overnight in your hotel;

DAY 7: breakfast in hotel and private guided tour of Zagreb city center; free afternoon, overnight in hotel:

DAY 8: after breakfast transfer from Zagreb Ljubljana; after arrival accommodation in your hotel and meeting with the local guide for private walking tour of the city; overnight in hotel;

DAY 9: breakfast and overnight in hotel; free time for excursions, activities or relax;

DAY 10: after breakfast transfer from hotel to Ljubljana airport.

PREDICTED HOTELS:

- | | |
|---|---|
| • VIENNA
Classic: Hotel Renaissance Wien or similar
Collection: InterContinental Wien or similar | • ZAGREB
Classic: Hotel International or similar
Collection: Esplanade Zagreb Hotel or similar |
| • BUDAPEST
Classic: Mercure City Centre Hotel or similar
Collection: InterContinental Budapest or similar | • LJUBLJANA
Classic: Best Western Premier Slon or similar
Collection: InterContinental Ljubljana or similar |

PALMA CLASSIC	PALMA COLLECTION
01.04-30.04; 01.10 – 30.11;	
1.399 EUR	1.889 EUR
01.05 – 30.06; 01.09 – 30.09;	
1.600 EUR	2.090 EUR
01.07 – 31.08	
1.425 EUR	1.920 EUR
Package rates are per person sharing a double / twin standard room.	
SINGLE ROOM SUPPLEMENT	
630 EUR	810 EUR

NOTE: all entrances not expressed in »services included« are not included in the basic price and has to be paid on the spot.

SERVICES INCLUDED:

- 3 nights accommodation with breakfast in hotel in VIENNA
- 2 nights accommodation with breakfast in hotel in BUDAPEST
- 2 night accommodation with breakfast in hotel in ZAGREB
- 2 nights accommodation with breakfast in hotel in LJUBLJANA
- local taxes and service charges
- arrival transfer from Vienna airport to hotel in Vienna
- train ticket (economy class) from Vienna to Budapest
- train ticket (economy class) from Budapest to Zagreb
- private transfer from Zagreb to Ljubljana
- departure transfer from Ljubljana to Ljubljana airport
- Hop-on & Hop-off sightseeing bus tour in Vienna
- Hop-on & Hop-off sightseeing bus tour in Budapest
- private walking tour of historical center in Ljubljana
- private walking tour of historical center in Zagreb



1. GENERAL CONDITIONS

The general conditions for offering services are part of the contract in other words the invoice, between PALMA d.o.o., Tour Operator & DMC, Lilekova 5, 3000 Celje, ID 5422086 as a Tour Operator and the traveller who accepts the arrangement offered. Everything that is listed in the general conditions represents a legal commitment for the travellers, as well as for PALMA d.o.o..

When making a booking, traveller confirms that he has the authority to accept these conditions on his behalf and on behalf of all members of the group and further, if one is making a booking for more than one person, that he is responsible for all payments due from each and every member of the group for whom he is making a booking.

2. OFFERS

Tour Operator ensures services according to the information published and valid at the time of the confirmation of reservation, and according to the description and travel period in accordance with confirmed reservations except in circumstances beyond our control such as illness of the service provider or his/her immediate family, outstanding circumstances which cannot be foreseen nor eliminated (pandemics, natural disasters such as earthquakes, floods, sanitary disruptions, fires, droughts, wars, strike, terrorist actions and limitations issued by the government mobilization, country exit ban).

3. PRICES

Prices are informative. Prices and taxes are currently in force and subject to availability. Rates are per person, based on two persons sharing a room, including breakfast unless otherwise mentioned. All rates are subject to change without prior notice due to increases imposed by hotel, airlines, currency fluctuation and fuel surcharges.

4. RESERVATION

All reservations must be made by electronic form or by email or Palma's website. By confirming a reservation, the traveller confirms that he/she is aware of the General Terms and conditions of the travel services and fully comprehends and accepts these terms which are binding for both the Traveller and the tour operator. To guarantee the reservation a 30% deposit is required, unless agreed otherwise. For bookings made within 14 days of arrival, full payment is required. It is the traveller's responsibility to ensure that any information which they give to tour operator is accurate and that information which is given to them by a tour operator is passed on.

Inquires and accommodation reservations can be made via email, in writing or in person at any of the tour operator's branch offices as well as at the offices of our partner travel agencies.

The Tour Operator provides the traveller with the appropriate materials in electronic form, presenting all relevant information regarding the trip, and provides or points out the general terms and conditions of the trip which are an integral part of this Agreement. The traveller is obligated to provide any information required for the reservation process. A deposit is required depending on the chosen payment method. The balance payment is due at least 14 days before arrival unless otherwise specified upon booking confirmation.

The service provider reserves the right to withhold service to the Traveller if the Traveller brings a pet to the accommodation without previously notifying the Agency or the service provider. In this case, the

Tour Operator is not obligated to accept complaints made by the traveller on the quality of the booked accommodation or services.

5. BOOKING CONFIRMATION

Upon receiving a booking, we will send you written confirmation. With written confirmation we guarantee all services as per our program.

ON-LINE OR PHONE BOOKING

In case of online or phone booking or purchase of a products, general booking conditions, published on www.palma-travel.eu or relevant agent, apply. Should the published conditions or offer details differ, general booking conditions, published on www.palma-travel.eu, apply. It is considered that the customer has received and accepted the conditions at the time of the on-line booking. The booking is only valid once the full payment has been made - 3 days after the online booking or as agreed. If the payment for the online booking is not received under the agreed terms, it is considered invalid.

6. PAYMENT

A 10% deposit is required at booking of a product from the Escorted tour catalogue. For all the other products the deposit of 30 % is required, unless agreed otherwise. The rest of the payment- must be received at least 45 days before arrival. The tour operator has the right to cancel a reservation in case the payment has not been received within the agreed terms. Payment can be made by a bank transfer or by credit card.

The players and recipient bank transfer fees are covered entirely by the client.

7. ACCOMODATION

The offered accommodation units are described in accordance with the official categorization of the proper authority, as well as the actual state of the unit at the time of its publication. The standards of the accommodation, food, services and the like vary depending on the destination/country and are not subject to comparison. The information provided to the traveller at the point of sale does not obligate the Tour Operator any more than the information stated on the web pages of www.palma-travel.eu or in the catalogue or other printed materials of the Tour Operator.

Please note that the standard policy is that rooms are usually available for check in after 2 PM. Early check in needs to be advised in advance and is subject to availability.

8. OBLIGATIONS OF THE TOUR OPERATOR

The Agency's obligation is providing services as well as selecting the service provider while taking into consideration the rights and interests of travellers in accordance with the traditions of the tourism industry. The Agency will fulfil all the above-mentioned obligations as described, except in circumstances beyond its control (Article 2) in which the Agency will proceed as stated in Article 12.

9. OBLIGATIONS OF THE TRAVELLER

The traveller is obligated to:

- Have valid travel documentation
- Respect and abide by all customs and foreign exchange regulations of the destination country

- Respect and abide by all customs and foreign exchange regulations as well as the laws and other regulations of the Republic of Slovenia as well as other countries through which he/she passes through or resides in. Inquire whether or not he/she requires a visa for the destination country as well as neighbouring countries. In the event the traveller is unable to continue the trip as a result of being in direct violation of these regulations, the traveller is responsible for all related expenses.

- Abide by the house rules of the accommodation unit as well as cooperate with the service provider in a well-intentioned manner.

- Present the service provider in the document proving paid service (voucher received via e-mail or fax).

- Announce the intention of bringing a pet into the accommodation unit, even if the accommodation unit is described as a pet friendly accommodation, as well as announce the type and size of the pet.

10. TRAVEL DOCUMENTS

Each traveller is responsible for carrying a valid passport and for possessing the required visa. The agency is not liable for any consequences that the absence of travel documents, etc. may have if travellers fail to inform the tour operator of such issues.

11. LUGGAGE

The tour operator is not responsible for loss, theft or damage to the luggage during the trip, including during luggage handling during hotel-airport or vice versa transfers.

12. TRAVEL INSURANCE

We strongly advise travellers to take out travel insurance covering the costs of accidents or death, treatment of illnesses, transport home and loss or damage of luggage and similar.

13. RESERVATION CHANGES

Every change in the reservation has to be previously confirmed and agreed from the agency.

14. CANCELLATIONS

If the traveller wishes to change or cancel a confirmed reservation, he/she must do so in writing (via e-mail or fax). Changes or cancellations by telephone are not permitted and will not be accepted. In the event that the traveller should request to make a change or cancel a confirmed reservation, the date on which the written cancellation is received, during regular Tour Operator's working hours, will represent the basis for the cost calculation. If the written cancellation is received outside regular Tour Operator's working hours, the cancellation date which will represent the ground for calculating cancellation costs will be the following working day of the tour operator.

The cancellation charges will be calculated as follows (unless agreed otherwise):

More than **45 days** before arrival date, **10% of the total amount.**

44 - 30 days before arrival date, **30% of the total amount**

29 - 15 days before arrival date, **70% of the total amount**

14 - 0 days before arrival date, **100% of the total amount.**

In the case of no-show, all reserved services will be charged.

Both parties have the right to cancel the reservation any time in case restrictions and measurements from the government and the national health board, due to the COVID 19 prohibit travelling in/out of the country or lock down measurements effect normal use of services as per the current official guidelines. If that happens, we can confirm a waiver with due of 2 years or we can also refund your payments, with a charge of 3% of total amount handling fee. Requested negative COVID-19 test or vaccination confirmation does not count as travel restriction or country lock down. All the possible costs related to a COVID-19 testing are to be covered by customer.

15. COMPLAINTS

Each traveller - reservation holder has a right to file a complaint if the paid services was not provided. If the services provided are not satisfactory, the passenger is required to immediately notify the Tour Operator about the inadequate service and file a complaint on the day of his/her arrival at the location of the service provider and to inform the Tour Operator office by email at incoming@palma.si or by phone at +386 1 24 43 670 (customer service working hours). The traveller is obligated to cooperate with the Tour Operator's representative as well as with the service provider in a well-intentioned manner so that the cause of the complaint can be resolved. If upon arrival the traveller is not satisfied with the state of the accommodation and leaves the accommodation on his own initiative and finds another accommodation without giving the Tour Operator a chance to resolve the issue, correct the cause of the discontent, or find other accommodation for the traveller, the traveller does not have a right to request a refund or make a claim for compensation, regardless of the fact that his/her reasons were justified or not.

The traveller should accept the proposed solution which corresponds with the service rendered on the spot, the Tour Operators will not take additional complaints into consideration or respond to them.

If the problem is not resolved on the spot following an intervention, the traveller is obligated to submit a written complaint along with supporting documents as well as any photographs to support the complaint to the agency by e-mail at incoming@palma.si or by post mail no later than 60 days following the return of the traveller from his/her trip. The Agency shall only take into consideration fully documented complaints which are received within the 60-day deadline.

The agency is obligated to make a written solution to the complaint within 8 days of receipt of the written complaint. The agency can postpone the deadline in order to collect the evidence and check the claim quotes with the service provider but not for more than 8 days. The agency will take into consideration only those claims whose cause could not be resolved on the spot.

The Tour Operator cannot be held responsible for climate conditions, cleanliness, and the temperature of the sea, nor for other similar situations and events which can result in the dissatisfaction of travellers and are not a direct result of the accommodation unit (for example, bad weather, improperly maintained beaches, crowds, lost or stolen property and such).

If the traveller decides to book the special LAST MINUTE deal, then he accepts all risks of such travel. These journeys include the uncertainty of the facts upon which the agency cannot influence, and the traveller primarily due to the price accepted such a

trip and therefore has no right of complaint to the agency.

16. THE AGENCY'S RIGHT TO CHANGES AND CANCELLATIONS

The Tour Operator reserves the right to make changes of reservations in the event of circumstances which cannot be predicted, avoided or eliminated (see Article 2). A reserved accommodation unit can only be changed with prior notification to the traveller for an accommodation unit of the same category or of a higher category and at the price at which the traveller confirmed the reservation. If the replacement accommodation is only possible in a higher-category unit where the price is 15% higher than the price of the paid reservation, the Tour Operator reserves the right to charge the traveller for the difference in agreement with the traveller. In the event a replacement accommodation unit cannot be arranged, the Travel Operator reserves the right to cancel the reservation and notify the traveller prior to the beginning of the service and guarantees a full refund of the paid amount. If the Tour Operator cancels a reservation, the traveller is not entitled to any compensation from the Tour Operator and the Tour Operator is only obligated to refund the amount paid to the Tour Operator's account. If an adequate replacement unit is not available on the day of the commencement of the service, the Tour Operator will make an effort to provide the traveller with information on possible alternative arrangements.

17. FORCE MAJEUR

In case of events beyond the reasonable control of the tour operator, including but not limited to acts of God, war, strikes or labour disputes, airline flight cancellations, terminated stays, disease such as SARS and COVID-19, government regulation or advisory, terrorism or threats of terrorism as substantiated by governmental warnings or advisory notices, disaster, fire, earthquakes, hurricanes, or any other cause reasonably beyond the tour operators' control at the travel destination or in the home country of the tour operator, making the event commercially impracticable, impracticable to perform, illegal, or impossible to fully perform under this Agreement as the Parties originally contracted. In such case the tour operator may terminate this Agreement, without liability, upon written notification.

18. PERSONAL INFORMATION

The traveller provides personal information of his/her own free will. Personal information is required for processing requested services. The same information shall be used for intercommunication. The Tour Operator is under obligation that the personal information about the traveller will not be taken out of the country or given to a third party except for the purpose of carrying out requested services. The personal information will be kept in a database in accordance with the Management's decision on the method used for collecting, processing and securing personal information. With the acceptance of these General Terms, the traveller gives permission for his/her personal information to be used for promotional offers of the Agency.

19. ERRORS IN THE PUBLISHED PRODUCTS

Our team is doing their best to ensure all the possible errors and mistakes in all our publications are avoided, however due to the workload and human factor there is always a chance, that a wrong information is published, for which we apologize in advance. This includes, but it is not limited to prices,

descriptions, and other available information. As soon as the error is found and reported, it is republished on our website, where most up-to-date information can be found. We kindly ask to check the website www.palma-travel.eu for up-to-date information, if this is not available to you, we will be happy to send the requested information per email or post. As soon as the error is corrected on our website, the information published in the relevant printed publication is not valid any longer. All the changes and other amendments with regards to the price, description, special conditions, and other information will be published on the website www.palma-travel.eu, with this the information in the relevant printed publication becomes non valid.

20. LIABILITY

The liability of Palma d.o.o. is limited. The tour operator will not accept any responsibility in the event of delay or changes in schedules, defaults or over bookings of hotels, sickness, death, weather changes & conditions, strikes, war, political instability, quarantine, and other causes beyond our control. We reserve the right to vary itineraries in order to improve the itinerary, to the traveller's enjoyment and advantage.

21. COURT JURISDICTION

The Traveller and the Tour Operator will aim to settle possible lawsuits in the application of this Agreement and, if an agreement cannot be reached the issue will become subject to the decision of the Celje Court jurisdiction, under the authority of the laws of the Republic of Slovenia.

NOTE

Paying a deposit or payment in full signifies that the traveller fully comprehends and accepts the aforementioned terms.

Ljubljana, 17.06.2020

ZAGREB

A CITY OF MANY FACES



