

# CONDITIONS

## GENERAL CONDITIONS

### About the programme of promotional guaranteed and free sightseeing tours

The programme is organised by the Association of tourist guides of Novi Sad supported by the City Administration for economy and it will be implemented according to the previously set schedule by a tourist guides members of Association.

### Who are the guaranteed sightseeing tours designated to?

Free sightseeing tours for tourists are designated primarily to tourists accommodated in Novi Sad whose number is rising every year. The tours are also designated to all the visitors of Novi Sad, as well as to the citizens of Novi Sad.

**Number of participants:** These are guaranteed tours that will be organised regardless the minimum number of persons. There is the limitation when it comes to the size of groups booked by individuals, which implies the maximum of **20 persons**.

### How to apply and register?

The contents, routes, and timing of the tours are available at the web site of The Tourism Organisation of the City of Novi Sad where you can also book certain tour according to the offered schedule. For all the tours one person (from one computer) may book the tour for the **maximum 4 persons**. If you are the citizen of Novi Sad and holder of the Serbian citizenship or with the residence in Serbia you need to enter your name and family name, city you come from, personal E-mail and contact telephone number (fixed/landline: exclusively in Novi Sad; mobile: only for networks operating in Serbia) when booking the tour. This is necessary to enable us to inform you in case of some extraordinary situation. The foreigners/tourists who book the tour individually need to enter the name, family name, country they come from, name of accommodation facility in Novi Sad, Belgrade (or some other place in SERBIA where they are accommodated at the moment of booking), personal E-mail and contact details (mobile, or telephone of the accommodation facility).

**The participants agree that their personal data will be used only for the purpose of the reservation.**

Booking confirmation is the number you will get to identify yourself to the tour guide at the starting point. The tours for individuals are booked according to the booking order all up to the maximum number of participants (max.: 20 persons). We ask you kindly to estimate your needs and possibilities when you book the tour and make a booking only for the tour/tours you are certain to participate in. Otherwise, it may happen that almost half less participants come to a fully booked tour and many cannot come because they were declined.

**Cancellations:** This programme is organised in good faith and because we believe that bookings will be made in accordance with the needs and possibilities of participants. Therefore, we expect a smaller number of cancellations, mainly due to Force Majeure, and you have the obligation to inform us accordingly, at least 24 hours before the tour.

**SPECIAL NOTE: The organiser reserves the right to cancel the tour, correct the schedule, including timing in the case of Force Majeure, large interest or absence of the same.**

**The participants accept to go on the tour at their own responsibility and are liable for all potential consequences.**

## II OTHER CONDITIONS

We ask you kindly to arrive 5 to 10 min. earlier to the starting point for the booked tour so that you can register with the tour guide. For each tour, it is necessary to dress in compliance with the current weather conditions and in summer months, we recommend that you take a small bottle of water with you. It is mandatory to put on comfortable shoes. We ask you kindly to leave the questions you have for the tour guide for the end of the programme so that the group could keep up with the planned timing. Please, plan to buy ice cream, other sweets or snacks, as well as any other shopping upon the tour completion. Taking of photographs of all the sights (where it is allowed) is possible providing you do not disturb or delay the group.