

# General Business Terms

*These terms are prepared in accordance with the Law on Tourism and Hospitality of Montenegro and other applicable regulations.*

These General Business Terms regulate the relationship between **Doclea Travel & Tours** (hereinafter: *Doclea*) and the customer (hereinafter: *Traveller*).

In case of differences between these terms and a specific travel programme, the conditions stated in the programme shall apply.

## Booking and Payment

The Travellers can reach us by filling the inquiry form on our website or contacting us by phone or email. The team will respond within 24hours. Once both parties agreed on the travel arrangement, in order to confirm the booking, a **30% deposit** of the total price is required, while the remaining balance can be paid 2 weeks prior to the trip. Once we receive the deposit payment, the trip is considered confirmed. By making the payment, the Traveller accepts these General Business Terms. Payment can be done via Bank transfer, or credit card using [PayTravel](#).

## Cancellation Policy

The Traveller may cancel the trip at any time. Cancellation fees depend on the date of cancellation: up to 0-10 days before departure 100 % of penalty applies, 8-29 days before departure 50 % penalty applies, and 30 or more days before departure 10 % of penalty applies. The client can transfer the arrangement to another person, with a valid reason and advanced notice. Some day tours we organize are more flexible and require 72 hours notice to avoid penalty, while the multiday tours are not subject to this rule.

## Travel Insurance

We encourage all our clients to have insurance. For purchase please consult [Chapka](#) insurance house.

## Liability and Financial Security

The package price includes liability insurance and insolvency protection in accordance with Montenegrin law. Doclea is responsible for proper execution of contracted services but is not liable for circumstances beyond its control (force majeure).

## Complaints

Any complaint regarding provided services must be submitted **in writing within 8 days** after completion of the trip.

Complaints can be sent to: [info@docleatravel.com](mailto:info@docleatravel.com)  
Doclea will respond within **15 days** of receipt.

## **Travel Documents**

Travellers are responsible for holding valid passports, visas, and other documents required by destination countries. Doclea assumes no responsibility for issues arising from missing or invalid documents.

## **Personal Data Protection**

Personal data is collected solely for booking and service delivery purposes and processed in accordance with Montenegrin data protection regulations and our Privacy Policy (see below) Data may be shared only with service partners involved in trip organization.

## **Privacy Policy**

Doclea Travel & Tours respects the privacy of its customers and is committed to protecting personal data in accordance with the Law on Personal Data Protection of Montenegro and other applicable regulations. Personal data is collected only when necessary for the organization and delivery of travel services and is provided voluntarily by the customer. The personal data we collect may include names, contact details, travel information, passport details when required, and payment-related information. This data is used exclusively for the purpose of processing bookings, communicating travel-related information, fulfilling contractual obligations, and complying with legal requirements. Personal data is not used for purposes unrelated to travel services. Personal data may be shared only with trusted partners involved in the delivery of the agreed services, such as accommodation providers, transport companies, guides, or other service suppliers, as well as with competent authorities when required by law. Doclea Travel & Tours does not sell, rent, or misuse customer data. Appropriate technical and organizational measures are applied to protect personal data from unauthorized access, loss, or misuse. Access to personal data is limited to authorized persons who require such information for service delivery. Personal data is retained only for as long as necessary to fulfill the purpose for which it was collected or to meet legal and regulatory obligations. Customers have the right to access their personal data, request corrections, request deletion where applicable, or withdraw consent at any time. Any questions or requests related to personal data protection can be addressed to Doclea Travel & Tours using the contact details provided on the website.