



- **Terms and Conditions**

These conditions determine orders, payments and delivery of services purchased via lipa-cave.me web site. Terms also determine procedures in cases of customer reclamations concerning services sold via web site. Web site of Tourism Company Lipa cave ltd (here and after referred as: TC Lipa cave ltd or Seller) can be used for your private purposes without any charges.

TC Lipa cave ltd is the **Seller** of services available on the web site www.lipa-cave.me.

Customer is the person or legal entity filling out the forms and purchasing services by using credit or debit cards. Customer orders services via electronic service purchase form. Customer is any entity who electronically orders at least one service, fills in required data and sends the order.

All prices are expressed in Euro currency (€) and all prices include VAT.

Services are ordered in electronic form by: selecting wanted service or services and adding it to the chart, checking the chart, confirming the order, providing necessary data, and only when Customer selects and confirms payment method order is complete.

PAYMENT

Ordered services can be paid by MasterCard®, Maestro® or Visa.

DELIVERY

After completing order procedure Customer will get electronic confirmation via email. The confirmation will contain necessary information about service purchased as well as the order or ticket number. Customer is obliged to check whether he/she received the order confirmation.

If the Customer does not automatically receive electronic confirmation via email he/she has to inform the Seller about the stated. In this case Seller will check order status and continue communication with the Customer.

When order is placed, Customers credit or debit card will be charged. Once the amount is charged from the provided card services cannot be returned.

RETURN POLICY

Seller will provide the Customer with valid electronic ticket that is technically adequate and it is in alignment with the description stated on the web site www.lipa-cave.me. Deadline in which the customer has to use the electronic ticket is one year from the moment of purchase in one of the timings when Sellers is able to provide service. The timings are always stated on the official web site of the Seller www.lipa-cave.me

Customer can claim money back only when the circumstances are as follows: Seller is not able to provide service due to the weather condition or force majeure affecting the regular activities and ability of the Seller to provide the service. Otherwise, if the Seller can provide the service in the working hours stated on the web site there is no basis for Customer to request money back.



COPY RIGHTS

Customer certifies that he or she will not copy or reproduce in any way the ticket issued to him/her via electronic store and delivered to his/her email.

GENERAL TERMS

TC Lipa cave ltd maintains the right to change these terms and condition. All changes will be published and applied to www.lipa-cave.me web site. Customer has responsibility to provide correct and full data on the web site in the process of ticket purchase.

TC Lipa cave ltd does not cover other costs Customer may enquire while purchasing the ticket via PC or any other electronic device or by using any or certain internet provider.

TC Lipa cave ltd gives its best effort to offer you services that should satisfy your needs or wants, however TC Lipa cave ltd cannot guarantee that services will completely fit your needs and wants.

For any additional enquires or technical help you can contact us via email: info@lipa-cave.me