

## General Terms and Conditions of Sale

### General Provisions

These General Terms and Conditions of Sale determine the model under which the Plavo more d.o.o. (VOUCH COUCH later), the only owner of the online voucher service for events, cultural, entertainment and sporting events, trips on various carriers, tourist packages, excursions, etc.

### Purchase Agreement

The service provider offers the service of sale of vouchers advertised on the website [www.vouch-couch.com](http://www.vouch-couch.com).

Booking without purchase is not possible.

The Purchase Agreement becomes binding after a successful payment transaction has been made through VOUCH COUCH service after which a voucher as well as an invoice is delivered to the buyer via e-mail.

### Delivery of vouchers

Vouchers are delivered to the buyer via e-mail to the address entered in the booking form in Adobe PDF format and to view them one shall need a PDF file reader available at this address: <http://get.adobe.com/reader>.

VOUCH COUCH is not liable for damage caused by entering the wrong email address in the user profile or the inability to deliver tickets or vouchers caused by e-mail service provider's technical problems.

### Using the vouchers

The buyer is obliged to keep the voucher in a safe place until the event or service and especially keep them from an unauthorized copying. VOUCH COUCH is not liable for damage caused by the loss, theft, forgery and unauthorized copying of the ticket, voucher. Subsequent complaints shall not be upheld.

### Fees and methods of payment

Information about prices of tickets, travel packages are available on [www.vouch-couch.com](http://www.vouch-couch.com).

The vouchers purchased through [www.vouch-couch.com](http://www.vouch-couch.com) can be paid for by Maestro, Mastercard and Visa credit cards.

The vouchers purchased through [www.vouch-couch.com](http://www.vouch-couch.com) can be paid through bank transaction directly on VOUCH COUCH bank account.

### Refund policy

Money refund for a vouchers shall be reduced by the amount specified by the Terms and Conditions or the internal acts of Partners whose tickets, arrangements have been purchased through VOUCH COUCH. A refund request must be submitted no later than 7 days prior to voucher activation. The request must be timely sent to the e-mail address [info@vouch-couch.com](mailto:info@vouch-couch.com). Refund for a voucher is solely paid on the account specified in the refund request form within. The money refund shall be reduced VOUCH COUCH handling charge unless otherwise agreed.

### Additional information and complaint

For any further inquiry about the voucher or if you have any complaint, please contact us:

Plavo more d.o.o., Trgovačka 3a, 52470 Umag, phone: 052/752740, e-mail: [info@vouch-couch.com](mailto:info@vouch-couch.com)

### Privacy Statement

These Terms and Conditions shall enter into force on the day of adoption, they are available on the website of VOUCH COUCH and they shall be applied from March 2019. The VOUCH COUCH is obliged to protect customers' personal data in a way that only the necessary, basic information about customers/users is collected, the information which is necessary to provide services. The customers are informed about how their personal data is used and are given the option to decide whether or not to have their name removed from the lists used for marketing campaigns. All customers' personal data are kept strictly confidential and are available only to those employees who need such information to perform their job. All employees of the VOUCH COUCH and Partners are obliged to abide by the privacy policy.

### Security Statement

When paying in our online shop use CorvusPay – an advanced system for secure acceptance of payment cards on the Internet.

CorvusPay ensures complete privacy of the credit card data from the moment a customer enters it into the CorvusPay payment form. The data required for billing is forwarded encrypted from the customer's web browser to the bank that issued the payment card. Web store never comes into contact with sensitive payment card data. Furthermore, CorvusPay operators cannot access a complete cardholder data. An isolated system core independently transmits and manages sensitive data while at the same time keeping it completely safe.

The form for entering payment data is secured by an SSL transmission cipher of the greatest reliability. All stored data is additionally protected by hi-grade encryption, using hardware devices certified by FIPS 140 2 Level 3 standard. CorvusPay fulfills all of the requirements for safe online payment prescribed by the leading credit card brands, operating in compliance to the PCI DSS Level 1 standard - the highest security standard of the payment card industry.

Payments made by cards enrolled with the 3-D Secured program are further authenticated by the issuing bank, confirming identity of customer through the use of a token or a password. All information collected by Corvus Info is considered a secret and treated accordingly. The information is used exclusively for the purposes for which they were intended. Sensitive data is fully secure and its privacy is guaranteed by the state of the art safeguard mechanisms. We collect only the data necessary for performing the work in accordance with the demanding prescribed procedures for online payment. Security controls and operating procedures applied within the CorvusPay infrastructure not only ensure current reliability of CorvusPay but permanently maintain and enhance the security levels of protecting credit card information by maintaining strict access controls, regular security and in-depth system checks for preventing network vulnerabilities.

**Conversion Statement**

All payments will be effected in Croatian currency (kuna).

When charging credit cards of customers from abroad, the amount stated in kunas is converted into their local currency according to the exchange rate of credit card associations.

As a result of this conversion there is a possibility of a slight difference from the original price stated in our web shop.

**Final Provisions**

The service provider may vary these Terms and Conditions in accordance with its business policy and operative legislation.