



NOTICE ON HOW TO FILE A COMPLAINT

In the event of incompletely or inadequately provided contracted travel services, the Traveler has the right to complaint and can initiate a complaint procedure with the representative of the Agency or service provider on spot, who will try to rectify the incompleteness or inadequacy. We emphasize that it is in the interest of the Traveler to act in good faith and express intent of resolving the complaint on spot. If that is not possible, the Traveler must request a written confirmation from the representative of the Agency or the service provider, showing that the service was not provided or that it was not provided in accordance with the Contract. The Traveler shall then enclose the written and signed confirmation along with a written complaint, which he/she is obliged to send to the Agency within 8 days after the travel end, by registered mail to the following address: *Ilios Travel Company d.o.o., Jezerska 32c, 10 000 Zagreb, Croatia*. If the Traveler lodges a complaint after the indicated deadline, the Agency shall not be obliged to address such a complaint. Each Traveler shall lodge the complaint separately. Collective complaints shall not be considered by Ilios Travel Company d.o.o. turistička agncija.

The Agency is obliged to issue a written decision on the complaint within 15 days after the receipt of the complaint and may postpone the deadline for the decision on the complaint by additional 15 days, on grounds of gathering information. The Agency will address only those complaints for which the Traveler submits proof of having lodged them on spot in written form with the service provider, and of the failure to eliminate their cause on the premises. During the decision procedure and for a total of 15 or 30 days, as applicable, after lodging the complaint, the Traveler shall irrevocably reject mediation by any other person, arbitration by the Association of Croatian Travel Agencies or other institutions, as well as abstain from providing information to the media. During this period, the Traveler shall also waive the right to sue.

If, by fault of the Agency, a part of the travel program or services is not provided, the Traveler shall be entitled to receive compensation in the amount of the actual value of the services unused, which cannot include the services already used or the total price of the travel package. The Traveler and the Agency shall try to resolve the disputes amicably, and failing that, shall agree on the jurisdiction of the court in Zagreb. The governing law will be Croatian law.

According to the Article 14. paragraph 1. of the Regulation (EU) 524/2013 about consumers' online dispute resolution, every subject registered within the EU and offering online services is obliged to provide a link to the Platform for consumers' online dispute resolution body: please click [HERE](#).

Zagreb, April 14th, 2026

OBAVIJEST O NAČINU PODNOŠENJA PRIGOVORA

U slučaju nepotpuno ili neadekvatno izvršene usluge iz ugovorenog paket-aranžmana, Putnik ima pravo prigovora te može pokrenuti žalbeni postupak kod predstavnika Agencije ili davatelja usluge na licu mjesta, koji će nastojati ispraviti greške. Naglašavamo da je u interesu Putnika, da nastupa u dobroj namjeri i iskaže volju za rješavanjem prigovora na licu mjesta. Ukoliko to ne bude moguće, Putnik mora tražiti pismenu potvrdu predstavnika Agencije ili davatelja usluge, iz koje se vidi da usluga nije pružena, odnosno da nije pružena na način kako je ugovoreno. Pismenu i potpisanu potvrdu Putnik potom prilaže pismenoj reklamaciji te je dužan u roku od 8 dana nakon završetka putovanja poslati Agenciji preporučenom poštom na adresu: *Ilios Travel Company d.o.o. turistička agencija, Jezerska 32c, HR-10 000 Zagreb*. Ukoliko Putnik uloži reklamaciju nakon navedenog roka, Agencija takvu reklamaciju nije dužna uzeti u obzir. Svaki Putnik prigovor donosi zasebno. Ilios Travel Company d.o.o. turistička agencija neće uzeti u razmatranje grupne prigovore.

Agencija je dužna donijeti pismeno rješenje na ovaj prigovor u roku od 15 dana po primitku prigovora, a može odgoditi rok rješenja o pritužbi za dodatnih 15 dana zbog prikupljanja informacija. Agencija će rješavati samo one pritužbe za koje Putnik dostavi dokaz da je uputio pismeni prigovor davatelju usluge na licu mjesta te da se uzrok nije mogao otkloniti na licu mjesta. Dok postupak rješenja traje, a ukupno 15 odnosno 30 dana nakon ulaganja prigovora, Putnik se neopozivo odriče posredovanja bilo koje druge osobe, arbitraže UHPA-e ili druge institucije, kao i davanja informacija u medije. Isto tako u ovom periodu Putnik se odriče prava na tužbu.

Ukoliko je zbog krivnje Agencije došlo do neispunjavanja programa ili dijela usluga, Putnik ima pravo na naknadu u visini stvarne vrijednosti neiskorištenih usluga i ne može obuhvatiti već iskorištene usluge kao ni cjelokupni iznos paket aranžmana. Putnik i Ilios Travel Company d.o.o. turistička agencija će sporove nastojati razriješiti sporazumno, a u suprotnom ugovaraju nadležnosti suda u Zagrebu. Mjerodavno pravo će biti Hrvatsko pravo.

Člankom 14. stavkom 1. Uredne (EU) br. 524/2013. o mrežnom rješavanju potrošačkih sporova propisana je obveza trgovaca sa sjedištem u Europskoj Uniji koji sudjeluju u online prodaji ili uslugama te online tržištima koja su uspostavljena u Europskoj Uniji da na svojim internetskim stranicama osiguravaju elektronsku poveznicu s Platformom za online rješavanje potrošačkih sporova: kliknite [OVDJE](#).

Zagreb, 14. travnja, 2026.