

Basic company data

Company name: ANS NIKOLIĆ 2012 Beograd Voždovac

Legal form : a company with limited liability

Address: Generala Anrija 28

Business activity code: 4619 Mediation in trading a variety of products

Identification No.:20877065

Tax ID Number:107814316

Web address: www.serbiatravelservices.com

Phone numbers:064-13-62-969; 063-409-402

Email address: office@serbiatravelservice.com

The exact description of offered services

Off- line transport of passengers.Renting a vehicle with a professional driver for transporting passengers around the country and abroad by prearranged route.

The renting price depends on the vehicle capacity and ranges from 60 to 150 RSD for a started kilometre.

Declaration on conversion

All the payments from your payment card will be made in the dinar countervalue calculated as per the NBS effective foreign currency loan rate. When you pay by payment card, the above mentioned amount of money is converted into the local currency in accordance with foreign exchange rate of bank cards association. As a result of this conversion, there is a chance of a slight difference from the price previously listed on our web page.

Contact information- customer service

If you need any further information about transport or an additional service, or if you have any comments or want to cancel the ride, you can contact us by calling+38164-13-62-969, +38163-409-402, sending an email to office@serbiatravelservice.com or delivering post to the address Generala Anrija 28- Beograd.

Service providing and the potential limitations

Service provider is obliged to provide the vehicle at the scheduled location, positioned at least 10 minutes before departure of passengers. The vehicle has to be clean, in complete working order and in accordance with the client's requests. The driver appointed for the route has to have a transportation contract, must be informed about route details, neatly dressed and discreet. In case of the client's additional requirements, which have not been specified in the original booking, or in case of exceeding the agreed driving time, the service provider reserves the right to correct the price previously agreed upon. In case of flight delay, the service provider is obliged to provide the vehicle in keeping with the new circumstances. In case of customers being late, the driver has to wait for 30 minutes, after which time the ride will be considered realised, except in the case of the customer's timely notice.

Reclamation policy

In case of cancelling the contracted trip 48 hours before it was due, the service provider is obliged to completely refund the money paid by the party. In case of cancelling the trip 24 hours before it is due, the service provider reserves the right to keep 50% of the money paid by the party. In case of cancelling the trip less than 24 hours before it is due, the service provider reserves the right to keep the whole amount of money paid by the party. The service provider will receive reclaims referring to tidiness and the chosen vehicle category as well as certain comments regarding driving service, every day from 00 to 24, or by an email to office@serbiatravelservices.com. The service provider is obliged to inform the complainant of a solution in a written form within 8 days from submitting the complaint at the latest.

Protection of user privacy

On behalf of ANS NIKOLIĆ 2012 we are obliged to protect the privacy of all our users. We only collect necessary basic information about users and data needed for doing business and informing users. All is done in accordance with good business customs and with the aim of offering quality service. Our customers are given the right to decide whether or not they want to be deleted from the mailing lists used for marketing campaigns. All the information

about customers is kept in secrecy and is only available to the employees who need the information for doing business. All employees of ANS NIKOLIĆ 2012 d.o.o. and business partners are responsible for respecting the principles of privacy protection.

Protection of confidential information regarding transactions

On the occasion of pay card data entry, confidential information is transmitted via a public network in a protected (encrypted) form using SSL protocols and PKI system, as currently the most modern cryptographic technology .

Data security when buying is guaranteed by the processor of pay cards, Banca Intesa AD Beograd, and therefore the complete payment process is done on bank pages. The information about the pay card is not a single moment available to our system.

Refund

In case of cancelling service reservation and the need to refund the money to the customer who has paid by some of the pay cards, partly or wholly, regardless of the reason for the refund, ANS NIKOLIĆ 2012 is obliged to do the refund only by using VISA, EC/MC and Maestro method of payment, which means that the bank will do the refund to a card user's account.