

Agency Information

Agency Name: Island Hopping Split
Business Entity: saket j.d.o.o.
Head Office: Gundulićeva 21, 21000 Split, Croatia
Business Manager: Matko Stanić
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Email: info@islandhoppingsplit.com
Phone: +385 95 863 7551
Bank Account (IBAN): HR8023900011101039999

Complaints and Resolution Procedure

Island Hopping Split is committed to guest satisfaction and high-quality service. If you are not satisfied, you have the right to submit a written complaint.

How to Submit:

1. By email: info@islandhoppingsplit.com
2. By post or in person to:
saket j.d.o.o.
Gundulićeva 21, 21000 Split, Croatia

Complaint must include:

- Full name of the complainant
- Address for response
- Date of service
- Description of the complaint
- Relevant documentation (e.g. photos, confirmations)

Resolution Procedure:

- Written confirmation of receipt will be sent within 15 days.
- A response with a proposed resolution will be issued within the legal 15-day period.
- If unsatisfied, you may contact the Croatian Consumer Protection Authority.

Note: Under Article 10 of the Consumer Protection Act (NN 19/22), every consumer has the right to file a written complaint. The form is available at the sales point or by request via email.

Terms and Conditions

These Terms and Conditions apply to the use of services by Island Hopping Split (hereinafter: "the organizer") and are part of every tourist service contract between the organizer and the guest.

By using our services, you agree to these terms.

1. Reservations and Payment:

- Reservations can be made via website, email, social media, phone, or in person.
- An advance payment may be required.
- Remaining balance is payable on the day of the tour in cash or agreed method.
- Prices are in euros (€) and include VAT unless otherwise stated.

2. Cancellations and Refunds:

- Free cancellation up to 24 hours before the tour.
- If cancelled within 24 hours, the organizer keeps the advance.
- No-shows are non-refundable.
- If the tour is cancelled by the organizer due to weather, technical or safety reasons, the guest

may choose:

- a) Full refund
- b) Rescheduling

3. Liability and Safety:

- The organizer may change routes or schedules due to safety/weather conditions.
- Boats are not suitable for people with reduced mobility or serious medical conditions.
- Guests are informed in advance. Participation is at own risk.
- Minors must be accompanied by a responsible adult.
- Guests must follow crew instructions at all times.
- The organizer is not liable for loss of personal items or behavior under influence.
- Damage caused by negligence must be compensated in full.

4. Insurance:

All passengers are insured in accordance with Croatian law.

5. Privacy and Data Protection:

Personal data is used solely for service provision, in line with data protection laws. See our Privacy Policy for more.

6. Complaints:

Guests may submit a written complaint. See the section "Complaints and Resolution Procedure."

7. Final Provisions:

- These conditions apply from the date of website publication.
- The organizer may update terms without prior notice (non-retroactively).
- Disputes are subject to Croatian law and jurisdiction in Split.

Privacy Policy

Island Hopping Split respects your privacy and is committed to protecting personal data provided during the use of our services and website.

1. Data We Collect:

- Name and surname
- Phone number
- Email address
- Country of residence
- Booking details (date, type of tour, number of people)
- Special notes (health, allergies, mobility)
- IP address and cookies

2. Purpose and Legal Basis:

- Contract fulfillment: bookings and service delivery
- Legal obligations: invoicing, record keeping
- Legitimate interest: communication, analysis, service improvement
- Consent: promotional messages or newsletters

3. Health Disclaimer:

Tours include physical activity and exposure to marine conditions. Participation by individuals with serious health conditions, pregnant women, or those with mobility issues is not recommended and is at the participant's own risk.

4. Cookies:

Used for basic functionality, traffic analysis, and user experience improvement. Manage through browser settings.

5. Data Access and Sharing:

Not sold or rented. Access is limited to:

- Staff and contractors involved in service delivery
- IT/admin providers
- Authorities as required by law

6. Data Retention:

- Financial records: up to 11 years
- Booking data: up to 2 years
- Newsletter: until consent is withdrawn

7. Your Rights under GDPR:

- Access your data
- Request correction or deletion
- Restrict or object to processing
- Withdraw consent
- File a complaint with the Croatian Data Protection Agency (AZOP)

Contact us at info@islandhoppingsplit.com to exercise your rights.

8. Data Protection:

We apply appropriate technical and organizational measures to protect your data.

9. Changes to Policy:

We may update this policy. Changes will be published on our website.

Last updated: April 8, 2025

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