

Terms and conditions

All the services offered on this web portal, the content and infrastructure of these pages, and the online tours and accommodations reservation service provided on these pages and through the website are owned, operated and provided by and are provided for your personal, non-commercial use only as a subject to the terms and conditions set out below. All the services provided on Rural Travel Creator® web page can only be used by Customers who have first read these General Terms and Conditions as well as Privacy and Cookies and accepted them unconditionally. It is not possible to proceed with the booking process without this acceptance. Customers undertake to fulfill the obligations contained within these terms and conditions. The agreement between Customers and Rural Travel Creator® comes into force as soon as Rural Travel Creator® provides written confirmation of a booking to Customers and tours and accommodation provider by email. Customers should save and/or print a copy of these terms and conditions for future reference when making a booking.

1. Scope of our Service

Through this website, we (Rural Travel Creator® and its affiliate (distribution) partners) provide an online platform through which all types of tours and temporary accommodations can advertise their tours and rooms for reservation, and through which visitors to the website can make such reservations. By making a booking through Rural Travel Creator®, you enter into a direct (legally binding) contractual relationship with the tours and accommodation provider at which you book. From the point at which you make your booking, we act solely as an intermediary between you and the provider, transmitting the details of your reservation to the relevant tours and accommodation provider and sending you a confirmation email for and on behalf of the tours and accommodation provider.

The information that we disclose is based on the information provided to us by tours and accommodation providers. Although we will use reasonable skill and care in performing our services we will not verify if, and cannot guarantee that, all information is accurate, complete or correct, nor can we be held responsible for any errors (including manifest and typographical errors), any interruptions (whether due to any (temporary and/or partial) breakdown, repair, upgrade or maintenance of our website or otherwise), inaccurate, misleading or untrue information or non-delivery of information. Each tours and accommodation provider remains responsible at all times for the accuracy, completeness and correctness of the (descriptive) information (including the rates and availability) displayed on our website.

Our website does not constitute and should not be regarded as a recommendation or endorsement of the quality, service level, qualification or (star) rating of any accommodations made available. Our services are made available for personal and non-commercial use only. Therefore, you are not allowed to resell, deep-link, use, copy, monitor (e.g. spider, scrape), display, download or reproduce any content or information, software, products or services available on our website for any commercial or competitive activity or purpose.

2. Prices

The prices on our site are highly competitive. All prices on the Rural Travel Creator® website are for tours which include accommodation and/or per accommodation only for your entire stay and are displayed including VAT tax and all other taxes (subject to change of such taxes), unless stated differently on our website or in the confirmation email. Sometimes cheaper rates are available on our website for a specific stay at a property, however, these rates made by tours and accommodations providers may carry special restrictions and conditions, for example in respect to cancellation and refund. Please check the tour and accommodation and rate details thoroughly for any such conditions prior to making your booking. The prices of services are determined by the tourist service provider and are valid from the day of their publication on the web portal.

The tourist service provider is obliged to indicate all additional

services and costs, which are not included in the basic price, as extra costs. The tourist service provider retains the right to change the published prices on the web portal. The users, who have already received a confirmation notice about their booking, will be charged according to the prices determined at the time of the confirmation. In the case of price reduction, the user is not entitled to a refund in the amount of the difference between the price determined at the time of booking and the price currently determined on the web portal. Rural Travel Creator® reserves the right to cancel the reservation / purchase if there was an obvious mistake in the published price. In this case, the user will receive back the already paid amount.

3. Tourist tax

The guest is obliged to pay the tourist tax in compliance with the Promotion of Tourism Development Act together with the accommodation payment. The tourist tax is not included in the price of tourist services, unless stated otherwise. The tourist tax is paid directly to the service provider, namely per person per night.

4. Reservations (Booking)

Individual reservations/booking are made directly (on-line), without any prior inquiry at the tourist service provider through the web. When making the reservation, the user is bound to send all data demanded by the reservation/booking procedure, and pay non-refundable reservation prepayment cost in order to secure the reservation/booking. The user is obliged to send an inquiry directly to the Rural Travel Creator® who then sends an inquiry to the tourist service provider. The tourist service provider is obliged to reply in a period of 48 hours whether the requested tour and accommodation is available or not. In the case of available tour and/or accommodation capacities, the tourist service provider is obliged to make an optional reservation for a period of 48 hours – the time period during which the user decides whether to confirm the optional reservation through the web portal or not. If the tourist service provider does not reply about the availability of his capacities in a period of 48 hours, or if the tour/accommodation is not available during the requested period, the Rural Travel Creator® is at liberty to offer an alternative tour/accommodation to the user. After the execution of payment, the tourist service provider and the user will automatically receive a reservation notice to their e-mail address.

5. Cancellation

Late payment, wrong bank, debit or credit card details, invalid credit/debit cards or insufficient funds are for your own risk and account and you shall not be entitled to any refund of any (non-refundable) prepaid amount unless the accommodation agrees or allows otherwise under its (pre)payment and cancellation policy. Remember to make further payments on time as may be required for the relevant reservation. Cancellation of the reservations which have been paid only partially does not bring any return of the reversal costs. The reservation prepayment cost is irreversible. The user is bound to notify the tourist service provider about any reservation changes. All contact data of the tourist service provider is stated in the e-mail which the user receives after the completed reservation.

Payment and cancellation policy conditions are listed within each tour/accommodation provider and customer is obligated to read it prior to making your booking. The payment and cancellation policy are determined by the tourist service provider and are valid from the day of their publication on the web portal.

6. Liability

The booking system is based on electronic procedures which can be disturbed. Consequently, the Rural Travel Creator® can only be held liable for any breach of obligation in the event of intent or negligence. If the access to the web portal is prevented due to "higher force" or the web portal technical maintainer, both parties agree that none of them is to be held liable for the damage which might occur. The tourist service provider undertakes to receive reservations and purchases made through the web portal, and guarantees the tourist

service under the agreed conditions. The tourist service provider has the right to change reservations in the cases which cannot be predicted or avoided. In such cases, the provider reserves the right to change the reserved accommodation with a similar accommodation of the same or even better quality for the same price which was confirmed at the time of reservation. In the case that the user does not agree with the offered accommodation, the user and the tourist service provider agree about the costs. The Rural Travel Creator® cannot be held liable for the changes made by the service provider. Misleading and false data given by the tourist service provider about the category (number of stars), accommodation capacities, accommodation equipment, location, distance and other data can result in suitable claims for price reduction. The Rural Travel Creator® cannot be held liable for any deficiencies in executing the user's demands resulting from the false data given to the Rural Travel Creator® by the tourist service provider. Tourist service provider offers discounts on some age classes of guests (children, seniors), that are calculated in the reservation price. Therefore, the user is obliged to communicate accurate information regarding the age of guests (the correct choice of age groups) at the time of visit. Incorrect data on age may lead to price increases afterwards.

7. Complaints

The user must put forward all complaints directly at the location of the service. Users are obliged to notify the tourist service provider about possible complaints immediately after they find an irregularity. In the opposite case, the provider is not obliged to consider the claim. The Rural Travel Creator® cannot be held responsible for the claims which can be solved only between the user and tourist service provider. If the claim was not solved on the spot, despite the tourist provider's effort to do so, the Rural Travel Creator® does not guarantee that the claim shall be solved. Until the tourist service provider gives a definite response to the claim, the user must abstain from including third parties in the procedure (arbitration, court establishments, etc.) and transmitting information to media.

8. Illegal providers

The Rural Travel Creator® does not include inadequately registered tourist providers in the service sale. This also applies for the accommodation providers who have not obtained adequate national categorization of their facilities or regulated statutory provisions for their service.

9. Privacy and Cookies

Your privacy is important to us. We value your trust and commitment by choosing Rural Travel Creator® for your online booking of the accommodation. For that purpose Rural Travel Creator® will protect and safeguard any personal information you give it to us. This document, which we update from time to time, describes how we use and process your personal data and how we use cookies. Rural Travel Creator® provides online travel services through its own websites and through social media. The information that follows applies to all of these platforms.

9.1. Privacy

When you make a reservation/booking, you'll be asked for your name, address, telephone number, email address, the names of guests traveling with you and your preferences for your stay. When you visit our website, even if you don't make a reservation, we may collect certain information, like your IP address, or browser, and information about your computer's operating system, application version, language settings and pages that have been shown to you. Rural Travel Creator® may also receive information about you when you use certain social media services.

We use your personal information to complete and administer your online reservation and forward your reservation details to the accommodation you have booked. We provide customer service 24/7. Sharing your details with our service allows for a quick response when you need us – including helping you find an appropriate accommodation and any questions you might have about your reservation. We may use your contact information to invite you to write a guest review after your stay.

This can help other travelers choose a place to stay that suits them best.

We also use your information for marketing activities, as permitted by law. For example: when you make a reservation with us or set up a user account, we may use your contact information to send you news about similar travel-related products and services. Based on the information you share with us, individualized offers may be shown to you on the Rural Travel Creator® website. When we believe that a particular offer may be of interest to you, we may decide to make contact with you by phone.

There may be other times when we get in touch by email, by post, by phone or by texting you, depending on the contact information you share with us. We may need to respond to and handle requests you have made. If you haven't finalized a reservation online, we may email you a reminder to continue with your reservation. We believe that this additional service is useful to you because it allows you to carry on with a reservation without having to search for the accommodation again or fill in all the reservation details from scratch. When you use our services, we may send you a questionnaire or invite you to provide a review about your experience with Rural Travel Creator®. We may also send you other material related to your reservation, such as how to contact Rural Travel Creator® if you need assistance while you're away, or a summary of previous reservations you made using Rural Travel Creator®.

We sometimes ask our customers to take part in market research. Any additional personal details that you give us as part of the market research will only be used with your consent. We may use personal information for the detection and prevention of fraud and other illegal or unwanted activities. Finally, we use personal information for analytical purposes, to improve our services, enhance the user experience, and improve the functionality and quality of our online travel services.

We use social media to promote our accommodation partners' properties and to promote, improve and facilitate our own services. For example, we integrated social media plugins into the Rural Travel Creator® website. So when you click on one of the buttons and register with your social media account, information is shared with your social media provider, and possibly presented on your social media profile to be shared with others in your network.

In addition to implementing these buttons, Rural Travel Creator® uses social media by maintaining accounts on several social media sites and by offering social apps. These social media services may allow you to share information with Rural Travel Creator®. The information you choose to share with us may include the basic information that's already available in your social media profile, email address, status updates and your friends list.

This information is necessary to create a unique user experience either our website. It facilitates things like personalizing our website to suit your needs, connecting you with your friends on travel destinations and analyzing and enhancing our travel-related services. We may also enable you to sign in to Rural Travel Creator® services with your social media accounts. Your social media provider will be able to tell you more about how they use and process your data in such cases.

In certain circumstances, we may share your personal data with third parties. In order to complete your reservation, we need to transfer relevant reservation details to the accommodation you booked with. This may include information like your name, contact and payment details, the names of guests traveling with you and any preferences you specified when making a booking.

We may use third-party service providers to process your personal information on our behalf for the purposes specified above. For example, we may use service providers to send the

reservation information on our behalf to the accommodation you just booked, or we may instruct third parties to contact you. When a reservation requires it, we may also work with third-party payment service providers to facilitate payment or payment guarantees. We also work with third-party advertisement networks to market our accommodation and services on other platforms, or involve third-party providers for analytical purposes. These third parties involved in any of these services will be bound by confidentiality agreements and will not be allowed to use your personal information for any purposes other than those specified above.

We may share your personal information with government or investigative authorities if we are required by law (or any regulation having the force of law) to do so. Such requirements include court orders, subpoenas and orders arising from legal processes and criminal investigations. We may also disclose your personal data if it is strictly necessary for the prevention, detection or prosecution of criminal acts.

9.2. Cookies

A cookie is a small amount of data that a website places on your computer. Web pages have no memory. If you are surfing from page to page within a website, you will not be recognized as the same user across pages. Cookies enable your browser to be recognized by the website. So cookies are mainly used to remember the choices you have made – choices such as the language you prefer and the currency you use. They will also make sure you are recognized when you return to a website.

We try to provide our visitors with an advanced and user-friendly website that adapts automatically to their needs and wishes. To achieve this, we use technical cookies to show you our website, to make it function correctly, to create your user account, to sign you in and to manage your bookings. These technical cookies are absolutely necessary for our website to function properly. We also use functional cookies to remember your preferences and to help you use our website efficiently and effectively. For example, we remember your preferred currency and language, your searches and the property you viewed earlier. These functional cookies are not strictly necessary for the functioning of our website, but they add functionality for you and enhance your experience.

We use these cookies to gain insight on how our visitors use the website, to find out what works and what doesn't, to optimize and improve our website and to ensure we continue to be interesting and relevant. The data we gather includes which web pages you viewed, which referring/exit pages you entered and left from, which platform type you used, date and time stamp information and details such as the number of clicks you make on a given page, your mouse movements and scrolling activity, the search words you use and the text you type while using our website.

We also use analytics cookies as part of our online advertising campaigns to learn how users interact with our website after they've been shown an online advertisement, which may include advertisements on third-party websites. We will not know who you are, and we only obtain anonymous data. We use Commercial cookies to show you Rural Travel Creator® advertisements on other websites. This is called "retargeting" and it aims to be based on your browsing activities on our website, such as the destinations you've been searching for, the properties you've viewed and the prices you've been shown.

The cookies we use have varying lifespans. The maximum lifespan we set on some is five years from your last visit to our website. You can erase all cookies from your browser any time you want. To remove Rural Travel Creator® cookies from your browser, go to "Delete Cookies" and all Rural Travel Creator® cookies will be removed immediately. You can find our cookies in your browser settings.

Only Rural Travel Creator® has access to Rural Travel Creator® cookies. Cookies placed by third parties can be accessed by these third parties. Using your browser settings

in, for example, Internet Explorer, Safari, Firefox or Chrome, you can set which cookies to accept and which to reject. Where you find these settings depends on which browser you use. Use the "Help" function in your browser to locate the settings you need. If you choose not to accept certain cookies, you may not be able to use some functions on our website. Opting out of an online advertising network doesn't mean that you won't receive or be subject to online advertising or marketing analysis. It means that the network you opted out of will no longer deliver ads tailored to your web preferences and browsing patterns.

In addition to using cookies, Rural Travel Creator® sometimes uses web beacons. A web beacon is a tiny graphic image of just one pixel that's delivered to your computer either as part of a web page request or in an HTML email message. Either directly or through service providers, we use these pixels as part of our online advertisements either on our website or on third-party websites to learn whether a user who is being shown an online advertisement also makes a reservation; to track conversion with partner websites and to analyze a user's traffic patterns in order to optimize the travel-related services we bring to you.

10. Security

In accordance with European data protection laws, we observe reasonable procedures to prevent unauthorized access and the misuse of personal information. We use appropriate business systems and procedures to protect and safeguard the personal information you give us. We also use security procedures and technical and physical restrictions for accessing and using the personal information on our servers. Only authorized personnel are permitted to access personal information in the course of their work. Your credit card details – when they are needed as part of the reservation process – are stored for a maximum of 10 days. After that, your credit card data will be either permanently deleted from our systems or will remain hashed in our system for fraud detection purposes. This is unless you have chosen to store your credit card details in your personal account. The services offered by Rural Travel Creator® are not directed at children under the age of 18. The use of any of our services is only allowed with the valid consent of a parent or a guardian. When we receive information from a child under the age of 18, we reserve the right to delete it.