

GENERAL TERMS AND CONDITIONS OF BOAT TRIPS

1. General Provisions

1.1. These General Terms and Conditions ("GTC") govern the conditions for providing private boat trips on the Danube River ("Trip") operated by Doom Room s.r.o. ("Operator").

1.2. By booking a trip, the client agrees to these GTC.

2. Reservation and Payment Terms

2.1. The trip can be reserved through the website, by email, or by phone.

2.2. The reservation is confirmed after payment of a deposit of €70.

2.3. The remaining balance for the trip is paid in cash on-site before the start of the trip.

2.4. In case of a request to change the date, the booked date can only be canceled, and a new reservation must be made. If you need to change the date, please contact us by phone.

3. Cancellation Terms

3.1. Cancellation of the trip by the client:

- More than 7 calendar days (168 hours) before the date – 100% refund of the paid amount,
- Less than 7 calendar days (168 hours) before the date – a cancellation fee of 100% of the paid amount.

3.2. The Operator reserves the right to cancel the trip in case of adverse weather, technical issues, or other serious circumstances. In such a case, the client will be offered an alternative date or a full refund of the paid amount.

4. Safety and Liability

4.1. The client is obliged to follow the instructions of the captain and crew.

4.2. The client is obliged to sign the Declaration and GDPR before the start of the trip, thereby committing to comply with the rules.

4.3. During the trip, it is strictly prohibited to:

- Jump from the boat into the water without the captain's permission,
- Consume excessive amounts of alcohol or narcotic substances,
- Handle boat equipment without the crew's consent.

4.4. The client acknowledges that participation in the trip is at their own risk. The Operator is not responsible for injuries caused by failure to follow safety instructions.

4.5. Life jackets are available upon request. Minors are required to wear a life jacket for the entire duration of the trip.

4.6. The legal guardian is fully responsible for minors during the entire trip.

5. Liability for Property

5.1. The Operator is not responsible for the loss, theft, or damage to clients' personal belongings.

5.2. The client is obliged to compensate for any damage caused to the boat's property or equipment.

6. Rights and Obligations of the Operator

6.1. The Operator reserves the right to refuse transportation to persons under the influence of alcohol or narcotic substances.

6.2. The Operator is entitled to terminate the trip without compensation in case of gross violation of safety regulations by the client.

6.3. The Operator reserves the right to adjust the trip route depending on current weather and navigation conditions.

6.4. The Operator reserves the right to cancel the trip due to adverse weather and navigation conditions.

7. Final Provisions

7.1. These GTC come into force and effect on the day of their publication.

7.2. The Operator reserves the right to amend these GTC at any time. Changes take effect on the day of their publication on the Operator's website.

If you have any questions, please do not hesitate to contact us at +421 911 113 331.