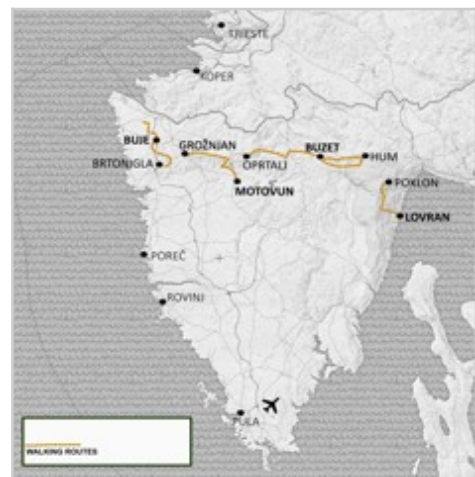


## Self guided walking tour tastes and flavors of Istria – 8 days/ 7 nights



### OVERVIEW

Imagine walking through green countryside full of vineyards, olive trees, rivers and forests, full of beautiful villages and medieval towns situated on hills. Indeed it sounds like a dream. This dream can come true! Join us on a walking adventure through green Istria. Learn about the natural beauty that will open before you every step of the way, and with every new winding of the road. Learn about the culture and heritage of Istria and visit picturesque towns on the hills with unforgettable views which will leave you breathless. Visit Hum, the smallest town in the world and experience the spirit of the past in Motovun and Grožnjan, the town of artists. To get to know the best of Istria, walk through Učka Nature Park which contains a wealth of life and, finally, round off this green adventure with the delicious flavors of indigenous Istrian delicacies and wines.



Trip style:	self-guided walking tour		
Duration:	8 days / 7 nights		
Start / finish:	Buje area / Lovran	Availability:	March to November
Total distance:	115 km / 72 miles	Departures:	Any day in a week
Grade:	Moderate (Walking distances on this type of holiday are longer and some of the days may be challenging than others. Possible are days with easy scrambling and steeper descents. Suitable for most regular walkers who have a reasonable level of fitness. Distance for a day are 21 km to 27 km)		

## **ITINERARY:**

### **DAY 1 ARRIVE BUJE**

Arrival in Istria. Info meeting with Fiore representative at 7pm at the hotel reception area where we will provide you with the package including hotel vouchers, maps and a road book, luggage tags. Overnight in Buje Area

Accommodation:

CLASSIC HOTELS: Guesthouse La Parenzana 3\* in Volpija or Guesthouse Lovac 3\* in Kaldanija

PREMIUM HOTELS: Heritage Hotel San Rocco 4\* in Brtonigla or Wine Residence Cattunar 5\* in Nova Vas

Meals: welcome dinner – 3 course menu

Walking distance: no

Transfer: not included

### **DAY 2 HIKING BRTONIGLA TO BUJE**

Short transfer to Brtonigla. The numerous acres of vineyards and olive groves are surrounded by pathways that lead towards meadows and woods, deep into the center of vibrating nature that lives intact, far away from the modern civilization. It is also a place where you can find superior wines and olive oils - many family cellars and tasting premises invite the travelers to discover the authentic power of the local lifestyle. Visit one of the best wine cellars in Istria where you will get acquainted with wine production and have opportunity to taste istrian wines with snack. After 3 hours walking through vineyards we reach Buje, a small hilltop town. From the top of the hill you can enjoy the pretty view of terraced fields and arable land, vineyards and olive groves. Enjoy sightseeing in this town full of history and culture. The route finishes in front of your hotel where you will get by former old railway. Overnight in Buje area.

Accommodation:

CLASSIC HOTELS: Guesthouse La Parenzana 3\* in Volpija or Guesthouse Lovac 3\* in Kaldanija

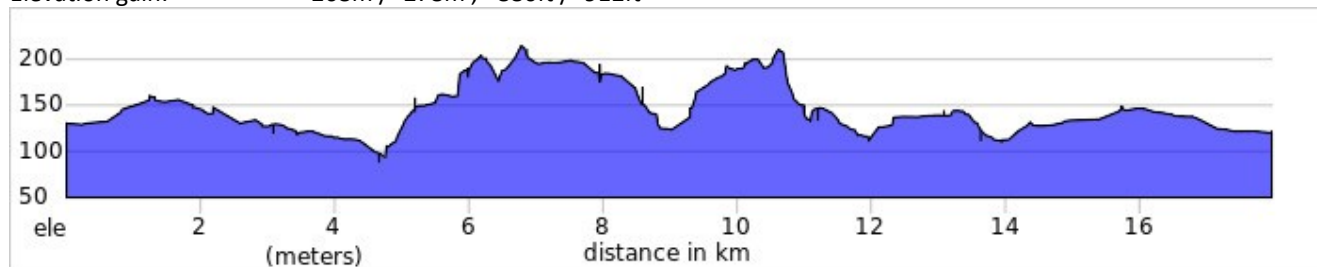
PREMIUM HOTELS: Heritage Hotel San Rocco 4\* in Brtonigla or Wine Residence Cattunar 5\* in Nova Vas

Meals: Breakfast, wine tasting with snack

Transfer: 10 minutes transfer to the walking trail

Walking distance: 16-18 km / 10-11,25 miles

Elevation gain: +268m / -278m , +880ft / -912ft



### **DAY 3 GROŽNJAN TO MOTOVUN**

After breakfast you are ready to start exploring Istrian villages and hidden paths. After 10 minutes transfer walking stage starts on ex railway Parenzana, a narrow - gauge Austrian railway connecting Trieste with Poreč through a series of Istrian small towns, for 123 kilometers long. The railway was in function from 1902 until 1935, and today, the track has been rearranged for cycling and hiking paths wounding through Istrian hills. Grožnjan will be your start point. After you saw its galleries and viewpoints you can pass through magnificent rolling landscapes and lively Istrian vineyards. After passing through several tunnels, over old bridges you can stop on many fascinating view point before reaching the village of Livade, the truffle center of the world where you can taste and buy some products with truffles. In front of Livade on a hilltop town Motovun where is your hotel. Overnight in Motovun.

Accommodation:

CLASSIC HOTELS: Hotel Kaštel 3\* or Villa Borgo 3\* in Motovun or similar

PREMIUM HOTELS: Wine & Heritage Hotel Roxanich

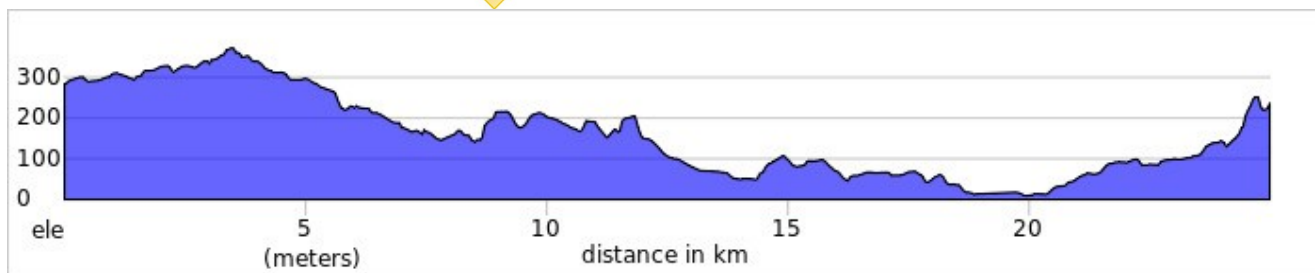
Meals: Breakfast

Transfer: 10 minutes transfer + luggage transfer

Walking distance: 25 km / 15,6 miles

Alternative shorter walk is available at approximately 20 km / 12,5 miles

Elevation gain: +511m / -573m, +1676ft / -1879ft



#### DAY 4 HIKE AROUND MOTOVUN

Today's hike you will start from your hotel descending from the hilltop to the walking trail which guides you through vineyards to the small village Brkač. On Parenzana trail you are heading back to Motovun. Overnight in Motovun. This day you will be picked up at your hotel by our driver who will transfer you to a small village where you will meet local family. They will introduce you in truffles of Istria, prepare a light lunch with wine and then show you how to find a truffle with dressed dogs and educated truffle hunter in nearby forest. Transfer back to your hotel.

**Remark: in case this family is not available we will organize the same truffle hunt on day 6.**

Accommodation:

CLASSIC HOTELS: Hotel Kaštel 3\* or Villa Borgo 3\* in Motovun or similar

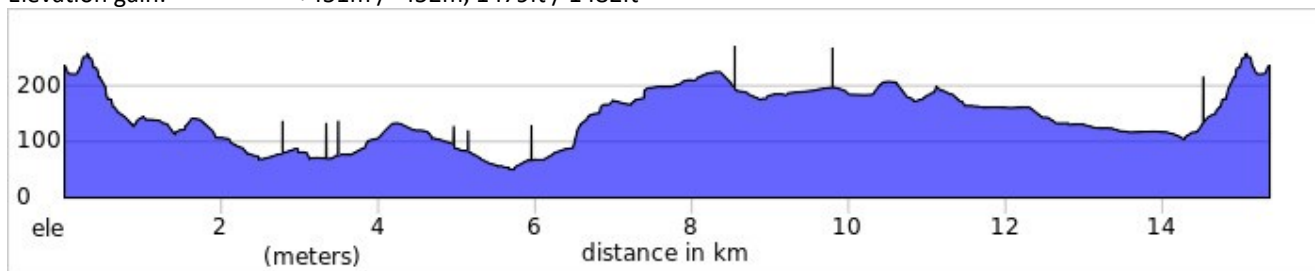
PREMIUM HOTELS: Wine & Heritage Hotel Roxanich 4\* in Motovun

Meals: Breakfast, light lunch with truffles and wine

Transfer: none

Walking distance: 15 km / 9,4 miles

Elevation gain: +451m / -452m, 1479ft / 1482ft



#### DAY 5 OPR TALJ TO BUZET

After breakfast short transfer to Oprtalj. Picturesque little town deeply in Istrian peninsula from where it starts the Istrian Mountain Trail. The route goes downhill into the forest and passing Sv. Ivan (St. John) village. Next village is St. Lucija with a very beautiful church. Through few villages you will get to Control point where is also one of the best views on river Mirna valley. The trail is passing by the Pietrapelosa castle and leads down in the valley. After passing an aqueduct the trail goes on the hill towards the village of Mali Mlun and few more villages opens a beautiful view on the town of Buzet. Through a forest and fields the trail will get you to Buzet. Upon arriving in Buzet you can stop in a grappa brewery where they will show you how they prepare over 100 different types of brandy and have opportunity to taste few different grappas. Overnight in Buzet.

Accommodation:

CLASSIC HOTELS: Hotel Vela Vrata 4\* or Hotel Fontana 3 or similar in Buzet

PREMIUM HOTELS: Hotel Vela Vrata 4\* or Hotel Fontana 3 or similar in Buzet

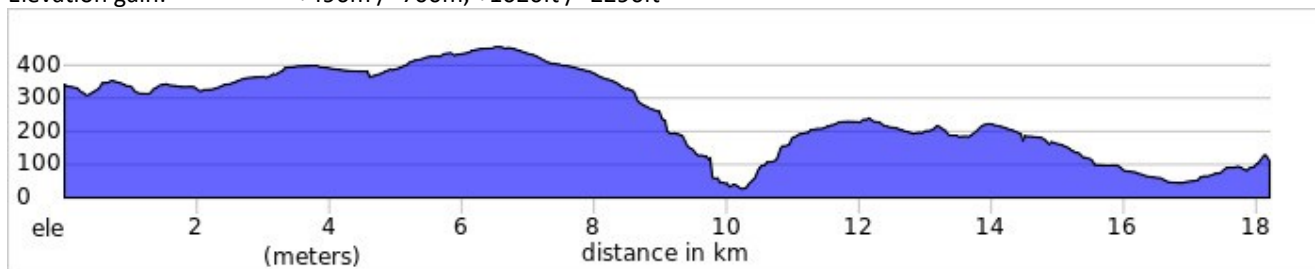
Meals: Breakfast, grappa tasting, dinner – 3 course menu

Transfer: 15 min transfer to the walking trail + luggage transfer

Hiking distance: 18 km / 11,25 miles

Alternative shorter walk is available at approximately 8 km / 5 miles

Elevation gain: +496m / -700m, +1626ft / -2296ft



## DAY 6 BUZET TO HUM (OPTIONAL TO BUZET)

Path from Buzet to Hum can be a circular trail or one way if you start from Hum. The trail starts by the river and turns into the forest, passing over shallow river or riverbed if it's dry. It's passing by some waterfalls with lakes. Nice, and not too steep, the trail leads you all the way to Kotli, the water springs with natural pools and an old watermill. The trail continues following the riverbed and it's passing through Benčići, an abandoned village where you can see traditional Istrian stone houses. From there you'll see Hum and its recognizable church tower in the distance. When you get to Hum, take a walk and you'll understand why it's the smallest town in the world. In Hum you can eat in the local "konoba", a word from the local dialect that means restaurant. The "konoba" in Hum offers you nothing but traditional Istrian dishes. The «way of mistletoe» will lead you all the way back to Buzet. It takes about 3 hours of hiking in one way. Overnight in Buzet.

Accommodation:

CLASSIC HOTELS: Hotel Vela Vrata 4\* or Hotel Fontana 3 or similar in Buzet

PREMIUM HOTELS: Hotel Vela Vrata 4\* or Hotel Fontana 3 or similar in Buzet

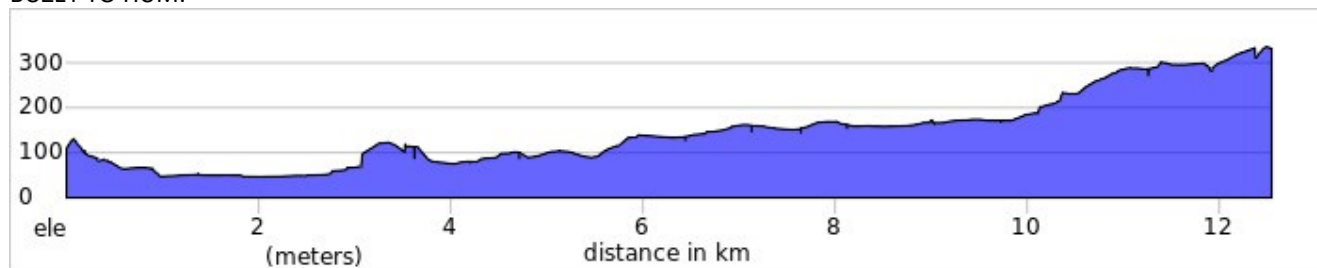
Meals: Breakfast

Transfer: not included

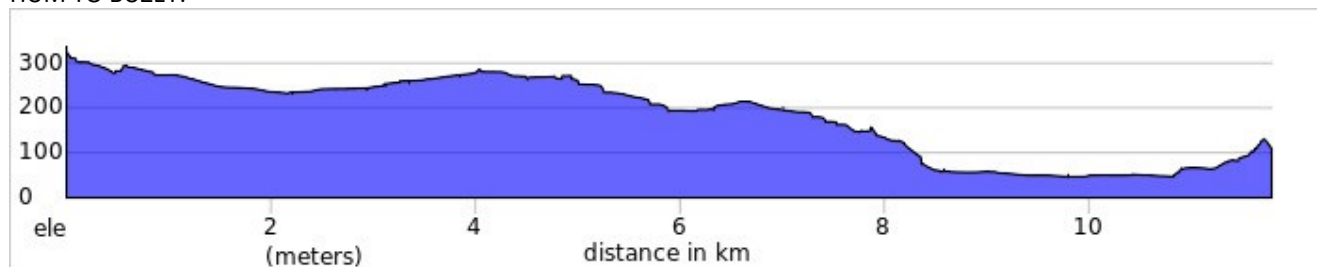
Walking distance: Buzet to Hum 12,5 km / 7,8 miles + Hum to Buzet 12 km / 7,5 miles

Elevation gain: Buzet to Hum +343/-138, +1125ft/-453ft + Hum to Buzet +145m/-333m, +476ft/-1092ft

BUZET TO HUM:



HUM TO BUZET:



## DAY 7 MOUNT UČKA TO LOVRAN

Transfer to Poklon, a saddle between two hills from where trail starts. It goes on the top of Učka mountain which is the biggest mountain in Istria with an altitude of 1401 m. From the top it goes all the way down to sea level in Lovran. The path is covered by oak and chestnut forests that give pleasant freshness in hot summers. The very summit of Učka (Vojak) is worth climbing on for a stunning panorama. The panorama of Kvarner bay includes sea and coastal towns, as well as the mountains in the background: Učica, Snježnik and Risnjak. Western side of the whole Istrian peninsula lies in front of you. Sometimes, if visibility is good, view towards Venice and the Alps on the north side. Overnight in Lovran.

Accommodation:

CLASSIC HOTELS: Hotel Park 4\* or Villa Eugenia 4\* in Lovran or similar

PREMIUM HOTELS: Hotel Villa Vera 4\* in Lovran or similar

Meals: Breakfast Included

Transfer: 30 min transfer from Buzet to Poklon (start point) + luggage transfer

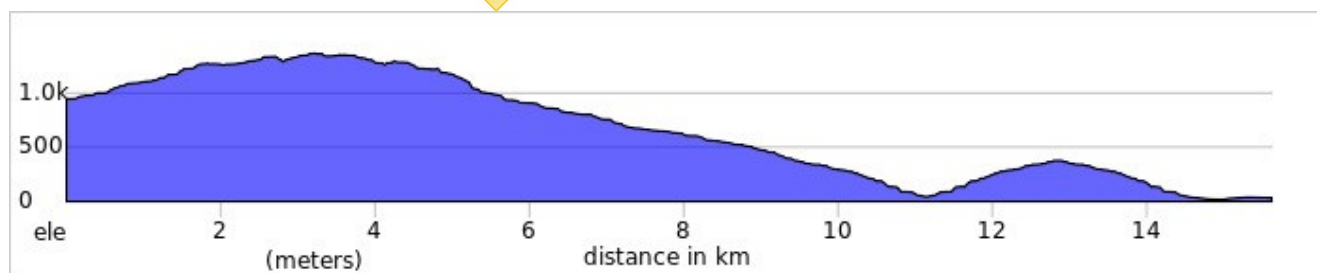
Walking distance: 15 km / 9,4 miles

Shorter walk 6 km / 3,8 miles

Elevation gain: +783m / -1692m, +2568ft / -5550ft

Shorter walk +28 / -382m, 92ft / 1253ft





## DAY 8 DEPARTURE LOVRAN

After breakfast departure.

Accommodation: not included  
Meals: Breakfast included  
Transfer: not included  
Walking Distance: no  
Highlights: no

## PRICES AND AVAILABILITY

This tour is available to start on any day of the week from 15th of March to 15th of November.

Prices are in EUR per person sharing a double/twin room.

	15.03.-19.04.	20.04.-19.06. 20.09.-15.11.	20.06.-19.09.
<b>CLASSIC HOTELS 3/4*</b>	<b>1190</b>	<b>1330</b>	<b>1380</b>
Single supplement classic (if traveling with other clients, to be added on tour price in a double/twin room)	350	380	400
Supplement solo traveler classic Supplement solo traveler classic (if traveling alone, to be added on tour price in a double/twin room)	490	520	540
<b>PREMIUM HOTELS 4*</b>	<b>1560</b>	<b>1740</b>	<b>1940</b>
Single supplement classic (if traveling with other clients, to be added on tour price in a double/twin room)PREMIUM	620	730	840
Supplement solo traveler classic Supplement solo traveler classic (if traveling alone, to be added on tour price in a double/twin room)PREMIUM	760	870	980

## INCLUDED

- Info meeting with Fiore representative
- 2 x overnight in in Buje area/Brtonigla
- 2 x overnight in Motovun
- 2 x overnight in Buzet
- 1 x overnight in Lovran
- 7 x breakfasts, 2 dinners
- Private truffle hunt with light lunch and wine
- Private wine tasting with snack
- Visit grappa brewery with tasting
- Information package including detailed route description (maps and route notes), water bottle, luggage tags and vouchers for hotels

- luggage transport from hotel to hotel
- local transfers to start point during walking
- 24/7 emergency number
- Use of Fiore app for offline navigation

### **EXCLUDED**

- travel insurance
- arrival and departure from Istria
- transfer from airport to hotel and return
- lunches, dinners and drinks,

### **TRANSFERS (prices in EUR per vehicle):**

FROM – TO (ONE WAY)	1-3 PERSONS	4-8 PERSONS
Pula airport-Buje	105	120
Trieste airport - Buje	165	185
Trieste Train/Bus station – Buje	120	140
Venice airport –Buje	320	350
Zagreb airport /Bus/Train station –Buje	380	410
Ljubljana airport /Bus/Train station -Buje	260	290
Lovran - Buje	120	140
Lovran - Pula airport	130	150
Lovran -Trieste Train/Bus station	140	160
Lovran -Trieste airport	180	200
Lovran -Venice airport	390	420
Lovran -Zagreb airport /Bus/Train station	340	370

### **LIST OF THE PREFERRED HOTELS WE WILL USE ON THIS TOUR:**

#### **CLASSIC HOTELS 3\*:**

##### **B&B Lovac 3\***

Bed and Breakfast Lovac is located 1.9 mi / 3 km from the center of Buje. This charming property is surrounded by a lush garden and an olive grove. The on-site restaurant serves Istrian specialties. Free Wi-Fi and parking are available. All accommodations units are air-conditioned and feature a wardrobe and a TV. Private bathrooms are fitted with a shower. Breakfast is served daily at the on-site restaurant. A bike and tool storage is at the guests' disposal. The restaurant serves local foods such as truffle and fish dishes, wild asparagus and game specialties. The towns of Grožnjan and Motovun can be reached in 6.2 mi / 10 km, while the coast is 9.3 mi / 15 km away. Pula Airport can be reached in 43 mi / 70 km.

##### **Hotel Casa Romantica La Parenzana 3\***

The family-owned Casa Romantica La Parenzana is a rugged former farmhouse with thick stone walls, wooden beams and open fireplaces, offering fine Istrian cuisine and free internet. Located close to Buje in Istria, on the former tracks of the Parenzana Railway Line, the historic towns of Motovun and Grožnjan are just about a few meters from the Casa Romantica La Parenzana. Traditional local food like Čripenja – roasted meat or fish and potatoes cooked in a cast iron pot over an open hearth fire – or dishes with truffles are served in the Konoba restaurant. All 16 rooms are heated and have an private bathroom and a TV. Internet access is available for free at the reception. Trieste airport is 29 mi / 46 km away, while Pula airport is 39 mi / 63 km away from hotel.

##### **Hotel Villa Borgo 3\***

This B&B, situated close to the main square, the walls and the main Motovun street filled with restaurants and souvenirs, has the most beautiful view of the natural beauty of the interior of Istria from its terrace. Formerly old traditional stone house (formerly a seashell) is now newly renovated with all together nine rooms with private bathrooms. There is also the neighboring building "Baka Ljubica", which contains six newly renovated rooms, with private bathrooms and a street view. Pula Airport is 44 mi / 71 km from Villa Borgo, while Rijeka Airport can be reached within 62 mi / 100 km. A bus stops at the foot of Motovun.

### **Boutique Hotel Kaštel 3\***

Featuring an indoor swimming pool and à-la-carte restaurant, the family-run Hotel Kaštel is set at the top of a hill in the center of the medieval town of Motovun. Its guests can enjoy spa area with a sauna, a relaxing garden and various massage treatments. The wellness and spa area as well as most of the hotel rooms offer views of characteristic central Istrian landscape, the valley of the river Mirna and the famous Motovun vineyards. Amenities in each of 33 rooms include air-conditioning, satellite TV, a telephone, free Wi-Fi internet and central heating. All rooms consist of a bathroom with bathtub or shower and a hairdryer. The distance to the beach is 19 mi / 30 km from the Kaštel Hotel. Pula Airport can be reached within 44 mi / 71 km and Rijeka Airport is at a distance of 62 mi / 100 km.

### **Hotel Vela Vrata 4\***

Boutique Hotel Vela Vrata nests among old, stony streets of the town of Buzet. Carefully restored and transformed into a charming family hotel, from 150 metres high it offers an unreal view across the small hills, parted by the Mirna River Valley. All the 19 painstakingly furnished rooms, enriched by details, entirely breathe the spirit of past times. Wooden details, antique furniture and warm earthy colours, emphasised in all rooms, evoke a feeling of the olden days. Its restaurant famous for Istrian cuisine – always prepared locally, seasonally and home-made – according to chef Zoran's philosophy. Whether it concerns meat, pasta or forest crops, ingredients are carefully selected from the local farmers, or picked and prepared personally. Hotel also features Spa & relax zone with swimming pool, jacuzzi and sauna. It is located 32 mi / 51.2 km away from Rijeka airport, 35 mi / 56.6 km from Pula airport and 38 mi / 60.5 km from Trieste airport.

### **Hotel Park Lovran 4\***

Located by the main road, Hotel Park is 50 m from the sea and the famous Lungo Mare promenade in Lovran. It offers breakfast and free use of the indoor swimming pool and fitness area. Free WiFi is provided throughout the property. Restaurant offers meals as a buffet. The hotel's spa area can be used at an extra charge, upon availability and with a prior reservation. Lovran is located at the foot of the Učka Nature Park, which is blooming with Mediterranean vegetation. Hotel Park is 4.3 mi / 7 km from Opatija while the nearest airport is 15 mi / 24 km away.

### **Hotel Villa Eugenia 4\***

Only 50 m from the beach and the 7,5 mi / 12 km long seaside promenade, Villa Eugenia is located in the center of the medieval Lovran, on the Opatija Riviera. It offers a spa area and a restaurant with international dishes and a wide selection of wines. Built in 1910 in the Secessionist style, the villa consists of accommodations units with air conditioning, internet connection, a TV, mini-bar and a safe. A private bathroom with a shower and free toiletries is also provided in each unit. Some room types feature a balcony and sea view. The spa area includes a sauna, hot tub and steam baths. Opatija, known for its elegant architecture and the fishing village, is 3.7 mi / 6 km away. The city of Rijeka and Rijeka Ferry Port, with frequent links to numerous Adriatic islands, are 12 mi / 19 km from the Eugenia. Rijeka airport is 15 mi / 24 km away.

## **PREMIUM HOTELS 4\*:**

### **Hotel San Rocco 4 \***

An award-winning boutique hotel overlooking the quiet village of Brtonigla, this beautifully restored family estate with lush gardens, olive groves, and renowned restaurant welcomes visitors from all over the world. Each of the 14 double-occupancy rooms is uniquely designed to evoke the local traditions in wood, stone and wrought iron. Most have views of the park, the swimming pool, possibly even the distant Adriatic on clear days. Hotel features wellness and spa with outdoor and indoor pool. As members of the Association des Jeunes Restaurateurs d'Europe, San Rocco's gourmet restaurant is at the pinnacle of Istrian and Croatian cuisine. Pula Airport can be reached in 45 mi / 73 km, while Trieste Airport is at a distance of 56 mi / 90 km. City of Buje is 3.73 mi / 6 km away.

### **Wine Residence Cattunar 5\***

Located in Brtonigla, 2,5 mi / 3.7 km from Aquapark Istralandia, Wine Residence Cattunar has accommodations with free bikes, free private parking, a seasonal outdoor swimming pool and a fitness center. Among the facilities at this property are a 24-hour front desk and a shared lounge, along with free WiFi throughout the property. The property offers bike rental and features a garden and sun terrace. All of 10 rooms at Wine Residence Cattunar have a flat-screen TV and air conditioning, closet, private bathroom, desk and an electric tea pot. Some rooms also feature a balcony. Guests at the accommodation can enjoy a buffet breakfast. Wine Residence Cattunar has a wellness area which includes a sauna and a hot tub. The nearest airport is Pula Airport, 44 mi / 71 km from the hotel.

### **Wine & Heritage Hotel Roxanich 4\***

Wine & Heritage hotel ROXANICH has a restaurant, seasonal outdoor swimming pool, a bar and garden in Motovun. Featuring family rooms, this property also provides guests with a terrace. The property has a 24-hour front desk, room service and free WiFi throughout the property. All 32 rooms come with a closet. Complete with a private bathroom equipped with a hairdryer, the rooms have a flat-screen TV and air conditioning, and some rooms include a balcony. All guest rooms will provide guests with a desk and an electric tea pot. Guests at the accommodation can enjoy a buffet breakfast. The wellness

area features a sauna. Portorož is 24 mi / 38 km from Wine & Heritage hotel ROXANICH, while Poreč is 17 mi / 28 km from the property. The nearest airport is Pula Airport, 42 mi / 68 km from the hotel

#### **Hotel Vela Vrata 4\***

Boutique Hotel Vela Vrata nests among old, stony streets of the town of Buzet. Carefully restored and transformed into a charming family hotel, from 150 metres high it offers an unreal view across the small hills, parted by the Mirna River Valley. All the 19 painstakingly furnished rooms, enriched by details, entirely breathe the spirit of past times. Wooden details, antique furniture and warm earthy colours, emphasised in all rooms, evoke a feeling of the olden days. Its restaurant famous for Istrian cuisine – always prepared locally, seasonally and home-made – according to chef Zoran's philosophy. Whether it concerns meat, pasta or forest crops, ingredients are carefully selected from the local farmers, or picked and prepared personally. Hotel also features Spa & relax zone with swimming pool, jacuzzi and sauna. It is located 32 mi / 51.2 km away from Rijeka airport, 35 mi / 56.6 km from Pula airport and 38 mi / 60.5 km from Trieste airport.

#### **Hotel Villa Vera 4\***

In Lovran on the Opatija Riviera, Villa Vera is surrounded by a Mediterranean garden. It has a glass-enclosed spa center with swimming pool, terrace, hot tub and saunas. All the air-conditioned rooms have private terraces at the sea side and there is free Wi-Fi available. You can also have the safes in the rooms and the 24-hour room service. Close to the hotel there is a 7 mi / 11.3 km long coastal promenade. Guests can admire the views of the islands of Krk and Cres from Mount Ucka. Hotel Villa Vera's restaurant serves Mediterranean and international cuisine accompanied by a wide selection of wines from the hotel's own wine cellar. Rijeka airport is 15 mi / 24 km away.

## **GENERAL INFORMATION**

Fiore tours that operates within the company Fiore d.o.o., travel agency, Mate Vlašića 6, 52440 Poreč, Croatia, corporate ID number: 040009121, VAT number: HR58088454926.

Website / webshop: [www.fiore-tours.com](http://www.fiore-tours.com) / [www.fiore.hr](http://www.fiore.hr)

Phone: [+385 52 431397](tel:+38552431397)

E-mail: [adventure@fiore.hr](mailto:adventure@fiore.hr)

The general conditions of business are part of the contract between a travel agency Fiore tours that operates within Fiore d.o.o., and the traveler who accepts the offered arrangement. By agreeing to the service (i.e., concluding a contract), the guest confirms that he is fully familiarized with these general terms and that he will adhere to them in their entirety.

## **BOOKING PROCEDURE**

A booking for a trip with Fiore Tours can be made by first checking price and availability and then sending booking form and a deposit. A deposit is 30% of the price of the total price. A booking is not confirmed before we receive the booking form and deposit at which point a receipt and invoice for the final balance will be issued. The balance is due four weeks before departure. Full payment is required for a booking made less than four weeks before departure. Payment can be accepted with bank transfer or online by credit card. If the balance is not paid at the specified time, unless previously arranged with us in writing, we reserve the right to cancel the booking.

## **TRAVEL PACKAGES**

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to packages. Company FIORE d.o.o., travel agency will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, company FIORE d.o.o., travel agency has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes/they become insolvent.

More information on key rights under Directive (EU) 2015/2302 (to be provided in the form of a hyperlink).

Following the hyperlink the traveller will receive the following information:

Key rights under Directive (EU) 2015/2302

- Travellers will receive all essential information about the package before concluding the package travel contract.
  - There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.

Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.

The price of the package may only be increased if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.



Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.

Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.

Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.

If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

The organiser has to provide assistance if the traveller is in difficulty.

If the organiser or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. Fiore d.o.o. has taken out insolvency protection with Triglav osiguranje d.d. (the entity in charge of the insolvency protection, e.g. a guarantee fund or an insurance company). Travellers may contact this entity Triglav Osiguranje d.d., Antuna Heinza 4, Zagreb, OIB: 29743547503, Phone +385 52 526402. Policy number: 990007051412 if services are denied because of Fiore d.o.o. insolvency.

Directive (EU) 2015/2302 as transposed into national law : <http://eur-lex.europa.eu/legal-content/HR/TXT/?uri=CELEX:32015L2302>

## **INSURANCE**

### **INSURANCE IN CASE OF CANCELLATION OF RESERVATION**

If, during the reservation, the traveler expects he could cancel the reservation for some reason, Fiore tours recommends Cancellation insurance. Cancellation insurance can't be paid afterwards, only during initial request for the travel.

### **TRAVEL INSURANCE**

The cost of travel does not include the package of travel insurance. Fiore advises their guests to pay the travel insurance: insurance against risks of accidents and diseases, travel insurance from loss or damage of luggage as well as health insurance during travel and stay abroad, and insurance to cover the costs of assistance and return of passengers to the starting place in case of accidents and illnesses.

### **INSURANCE IN THE EVENT OF PAYMENT INCAPABILITY OR BANKRUPTCY OF THE TRAVEL ORGANIZER**

Fiore has concluded with Triglav d.d. a Contract on Insurance in Case of Insolvency or Bankruptcy of the Fiore, where the travel service might not be performed, or for the refunding the cost of the Guest's way back to the place of departure. In case of occurrence of the insured event, the Guest should contact the Insurer as soon as possible:

Triglav Osiguranje d.d., Antuna Heinza 4, Zagreb, OIB: 29743547503, Phone +385 52 526402. Policy number: 990007051412

### **LIABILITY INSURANCE**

Fiore has concluded with the insurance company Triglav osiguranje d.d. a Liability Insurance Contract for damages caused to a guest by failure to meet obligations or by partially or inconsistently meeting obligations. In the event of insured case, the guest should as fast as possible contact the insurer:

Triglav Osiguranje d.d., Antuna Heinza 4, Zagreb, OIB: 29743547503, Phone +385 52 526402. Policy number: 990007051413

## **CANCELLATION BY YOU**

Cancellations must be made in writing. The following charges will apply:

from reservation – 60 day before departure 10% of total trip cost

59 – 29 days before departure 30% of total trip cost

28 – 15 days before departure 50% of total trip cost

less than 14 days before departure 100% of total trip cost

**TERMS AND CONDITIONS CAN BE FOUND ON OUR WEBSITE:** <https://fiore-tours.com/terms-conditions/>

**INFO AND BOOKING:** Email: [adventure@fiore.hr](mailto:adventure@fiore.hr) / Phone +385 52 431 397