

Our Terms and conditions

Please take a few moments and read our Terms and Conditions.

DEFINITIONS

“We” means Damavi Travel Agency

“Passengers” means all passengers named and unnamed on the Booking.

Lead passenger means the first passenger on the booking

“The Transport Operator” means the professional transport service provider that will perform the transfer or excursion.

“Transfer/Excursion Voucher” means the written confirmation of the Booking we will send to you by email.

ABOUT US

Damavi Travel provide transfers and excursions for individuals and groups.

We are an agency and not a transportation company and work with transport operators who hold all licenses and permits required by national law.

Company register number 50915943

District court Podgorica

The website www.damavi-travel.com

Address: Ulica Maslina bb, Bijeli Do, 85310 Budva , Montenegro.

VAT ID 03295443

ONLINE BOOKING PROCEDURE

To make a booking you must be at least 18 years of age.

Reservations are only possible by paying the whole amount for the service required.

You are required to acknowledge all notifications we make to you. However, in the event that you fail to acknowledge receipt of an email, the records that exist on our email server shall be considered as proof of reception.

Please print out the Voucher that we will send to you so that it is ready for inspection by the driver or guide.

COMPLAINS

If the service you received is not what you have booked, you should send us a written complains within a period of 7 days.

TRANSPORT SERVICE

For arrival Transfers, our driver will wait for you a maximum of 80 minutes after the plane lands. The driver will take the planed time of arrival of your flight.

For departures on transfers or excursions our drivers will wait a maximum of 30 minutes after the agreed departure time. You are responsible for making sure that the departure time is early enough for you to reach on time to the airport.

Our drivers will pick you up or drop you as close as possible to the given address.

Unused transfers or excursions are not refundable.

Any changes (e.g. flight delays) to the transfer details must be requested by email directly to Damavi Travel.

PAYMENTS

Payments are made in advance to our account number that we will send to you.

CANCELLATIONS

If we receive your cancellation request more than 7 days before the scheduled pickup time of the Service you wish to cancel, the amount paid for this service will be refunded in full. In this case the bank transaction fees will be deducted from the amount to be paid. Nothing will be refunded for cancellations received less than 7 days from the scheduled time of the booked Service you wish to cancel.

The client is entitled to a change of a service which is less than 7 days before the scheduled time only if this is accepted by Damavi Travel.

CHILD SEATS

Clients are allowed to bring their own Child/Baby seats with them.

WHEELCHAIRS AND BOOKINGS FOR DISABLED PASSENGERS

Transfer Services for disabled passengers must be requested by contacting us directly before making a booking and we will try our best to meet your requirements.

BAGGAGE ALLOWANCE

Each passenger has a luggage entitlement of 1x bag or suitcase per person and hand luggage, such as handbags & small bags.

All pieces of the luggage must be declared at the time of booking a transfer. The Passenger shall be liable for all expenses incurred should additional vehicles be required to transport non-declared excess luggage.

A private transfer in a car means 1 – 3 persons.

FORCE MAJEURE

Damavi Travel and our suppliers cannot be held liable for delays, cancellation of any kind of service due to Force Majeure. Damavi Travel can change or even cancel the reserved service if unexpected circumstances occur that cannot be avoided.

RIGHT OF ADMITTANCE / USER CONDUCT

In entering into this contract you tacitly accord to us and the Transport Operator the right to refuse to transport any passenger who, at the driver's discretion, may be under the influence of alcohol or drugs and those whose behaviour may be considered dangerous to the driver of the vehicle, to other passengers or to themselves.

No alcoholic drinks may be carried in the Transport Operator's vehicles for the purpose of on-board consumption.

Smoking as well as eating is forbidden inside vehicles.

CLIENT'S OBLIGATIONS

All clients must have with them their travelling documents such as passports or identity cards and must check if they need a visa to enter Montenegro. If the entry to Montenegro is refused by the authorities to some clients, Damavi Travel cannot be held responsible and a refund of the paid service will not be made.

LANGUAGES

Our department for bookings uses English for communications with our clients.

GOVERNING LAW AND JURISDICTION

These General Conditions shall be governed by current Montenegrin law.

The contract agreed between the Company and you shall be governed in accordance with the laws of Montenegro.

Settlement of any disputes that may arise between you and us will be subject to Montenegrin jurisdiction in the court of Podgorica.

PRIVACY POLICY

By ordering a service with us, you authorise us to use your personal information to carry out the requested service.