

AGENCY MINIBUS SERVICE WINTER 2016/17 – SUPERNOVA TRAVEL **KOPAONIK**

Period of time: **23rd December 2017 – 08th March 2018**

Days: Saturday, Sunday

Departure from Belgrade

Departure place: home address or hotel

Departure time: 7:00 am – 8:00 am

Departure from Kopaonik

Departure place: accommodation facility

Departure time: 1:00 pm – 2:00 pm



Itinerer 1: Belgrade – Pojate – Brus – Brzeće (Hotel Junior) – Hotel Srebrnac – Kopaonik v.v

In case of bad weather conditions (snow, ice or drifting snow) transport of passengers will be carried out according to the itinerary No 2.

Itinerer 2 – an alternative: Belgrade – Batočina – Biljanovac (Rudnica) – Kopaonik v.v

Driving personnel in cooperation with the representatives of the agency, and according to obtained information about conditions of access roads to Kopaonik, received from the competent persons in road worker's information center in charge of cleaning and maintenance, shall decide on the selection of the route.

If travelling by Itinerary 2, agency does not assume the obligation to transport passengers to/ from the bus to/from the hotel Junior and hotel Srebrnac.

GENERAL REMARKS

- Transport of passengers will be performed by minibuses with 7 – 14 seats;
- The tour operator makes the seating arrangement, having in mind the needs of elderly, families with children and certain categories of passengers, according to the order of registration.
- The representative of the agency is authorized to have insight to documents (health insurance card or some other document) and determines years of the children who have a discount on the price of transport.
- Children can travel only in the presence of an adult who will be considered their guardian;
- Children under the age of 2 do not pay for the transport, but they must be notified when booking and they have a seat in a coach.
- Seats for children and babies are required. If you don't have your own, Supernova Travel can put at the disposal the seats and boosters for your children for FREE. When booking seats it is necessary to give the information about child's age. Otherwise, the vehicle will come without it.
- Schedule time of travel is 4,5 – 5 hours with one half an hour break;
- **The agency** is not liable in case of extension of travel time caused by malfunction of means of transport, road work, road conditions caused by snow, traffic jams, strikes and the like;
- During the transport **is not allowed** consuming alcoholic drinks or psychoactive substances;

- When applying all passengers are obliged to provide contact number as well as to inform themselves about the final details by calling the agency or visiting the site, at least one day before departure;
- A day before departure passengers will be informed about planned departure time from the starting address as well as the driver's phone number.
- Passenger collection and door to door transport is done according to the plan and logistics determined by the dispatching service and cannot be complained;
- The term 'city' refers to the address in BELGRADE i.e. the wider city center. Minibus transfer from the address out of the city of Belgrade is available with a surcharge, and the borderline are those settlements: Jakovo, Bečmen, Dobanovci, N. Pazova, N. Banovci, Borča, Veliko Selo, Vinča, Kaluđerica, Leštane, Beli potok, Rušanj, Železnik. The surcharge depends on a type of the vehicle and at your request will be submitted.
- **Absence of passenger(s) or delay on departure is considered a "NO SHOW" and the passenger(s) do not have the right to refund the payment.**

LUGGAGE

The luggage is packed with the assistance of the driver, due to various entry or exit places.

Passengers may not insist that their entire luggage is in the same place in the trunk.

Passengers may bring a maximum 2 bags medium size, or 1 bag and ski equipment (skis/board +boots+ poles) in the trunk.

Belgrade, 01st October 2017

Nebojsa Manic, Manager of Transportation