



Istranka d.o.o.
Ukmarjev trg 7
6000 Koper, Slovenija

General conditions for the provision of tour guide services:

All guides meet the conditions set by the Tourism Promotion Act by Republic of Slovenia.

The guide order must be given to the operator in writing at info@istrankatours.com 24 hours before the start of the guide and must contain: name of the client, date of the guide, departure time, meeting place, type of guide, language of the guide, name of the group, contact of the group representative, number of people, description of the service, accompanying attachments and any other required information.

Acceptance and confirmation of the order according to the General Terms and Conditions is considered as a mutual contract between the contractor and the client and is binding for both parties. The client undertakes to act in accordance with the General Terms and Conditions, and the contractor undertakes to carry out the ordered management under the same conditions. The obligation to pay for the services rendered based on the purchase order/voucher and the issued invoice is settled by regular subscribers within 8 days of the service being rendered.

Cancellation of ordered and already confirmed guiding services within 12 to 24 hours before the start of the services will be charged 50% of the agreed price. Cancellation less than 12 hours before the start of services or "no show" will be charged 100% of the agreed amount.

One guide – one group. The maximum number of seats for bus transport or 50 persons for other transports is considered a group. In the event that one guide leads two groups or more than 50 people at the same time, a 50% supplement is charged from the agreed price.

Half-day guidance lasts no later than 2 p.m. or does not start before 1 p.m. Otherwise, the service is billed as full-day management.

Delays in the arrival of the group at the agreed place will be charged 15 EUR for each hour of waiting. If the group does not notify the guide of the delay by the agreed arrival time, the guide is obliged to wait for the group for another 15 minutes after the announced arrival time.

The guide acts on behalf of the client and is entitled to the same benefits as the group he leads (transportation, food, overnight stay,...) and reimbursement of all extraordinary expenses that may arise during the time of guiding.

The guide is not obliged to pay for any services (tolls, entrance fees,...) for the client, except in the event that this has been previously agreed upon.

After confirming the order, the client sends the contractor an order form/voucher, which serves as the basis for issuing an invoice. After receiving the order form/voucher, the contractor provides the client with the contact number of the guide and any instructions.



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Complaints about the work of the guide can be submitted by the client or group within 8 days of the service being provided. The complaint must be submitted in writing and must contain all essential elements (date, description of the complaint, address, signature, ...)

Guiding order on the basis of the General Terms and Conditions for the provision of services and the agreed prices upon ordering, the client fully agrees with them when concluding a guiding order with Istranka d.o.o.

Koper, June 2023
Istranka d.o.o.