



Croatian Delights

VICTOURS
INTERNATIONAL
2021

DURATION: 10 DAYS/09
NIGHTS

19 JULY - 31 JULY
2021

ONE OF VICTOURS' SMALL GROUP LUXURIES

Join us on this escorted tour of Croatian Delights. A country that boasts the highest number of UNESCO World Heritage sites and remains one of the most famous of European countries, especially for a summer holiday. With a scenic and beautiful coastline, the great National Park and Lakes of Plitvice, history and cultural heritage spanning centuries, and home to the world popular dog breed called Dalmatians, Croatia has to be one of the 'must visit' countries of the world. For fans of the hit TV series Game of Thrones - Kings Landing is in fact the Croatian town Dubrovnik. We're confident that our itinerary will offer you a great in-depth and delightful experience!



VICTOURS International



CROATIAN DELIGHTS



Day 1. July 18, 2021 - Sunday: Toronto - Zagreb - Meet & greet by your Tour Escort at Toronto Pearson Airport. Assistance with check-in. Fly from Toronto via a stop in Europe to Zagreb, Croatia.

In-flight meals

Day 2. July 19, 2021 - Monday - Arrival in Zagreb - Upon arrival in Europe, connect on our flight to Zagreb. Following immigration and customs formalities and after collecting our luggage, we will be met by our Croatian Tour Leader in the arrival hall. A private transfer to our hotel for check-in and the day at leisure. Our 'Welcome to Croatia' group dinner is arranged at our hotel. Overnight stay a **Double Tree by Hilton Hotel**, Standard Rooms. **(D)**

Day 3. July 20, 2021 - Tuesday - Zagreb Sightseeing - Following breakfast at the hotel, we board our coach for a drop off near the city's main square. From here we will explore, on foot, the most interesting historic parts of Zagreb. Our guide will explain the history as we visit the Governor Jelačić Square. We are shown Gradec and Kaptol, two medieval settlements that the city of Zagreb grew from and within it some of the most important landmarks, in particular the Cathedral - Katedrala Marijinog. Then, on to the Dolac - the open market, Tkalčićeva street, Stone Gate, St. Mark's Church and more. We have also included a visit to the green market and a tasting snack of famous domestic products. The afternoon is at leisure. Overnight stay a **Double Tree by Hilton Hotel**, Standard Rooms. **(B,Snacks)**

Day 4. July 21, 2021 - Wednesday - Half-day excursion to Zagorje Region - Breakfast at the hotel and departure for a visit to the Zagorje region, north of Zagreb. Our motor-coach will take us to Zagorje and we will walk up to the historic Trakoscan Castle, a jewel in the country's cultural heritage. We then proceed to the Old Town of Varaždin to relish the baroque atmosphere of its surroundings and to roam the streets conjuring the town's glorious past. Included is a visit to the 1773-built cemetery in Bidermayer, recognized as one of the most beautiful cemeteries in Europe. On our return trip to Zagreb, we stop en-route at a typical local restaurant to enjoy a Croatian specialty lunch and some local wine. Overnight stay at **Double Tree by Hilton Hotel**, Standard Rooms. **(B,L)**

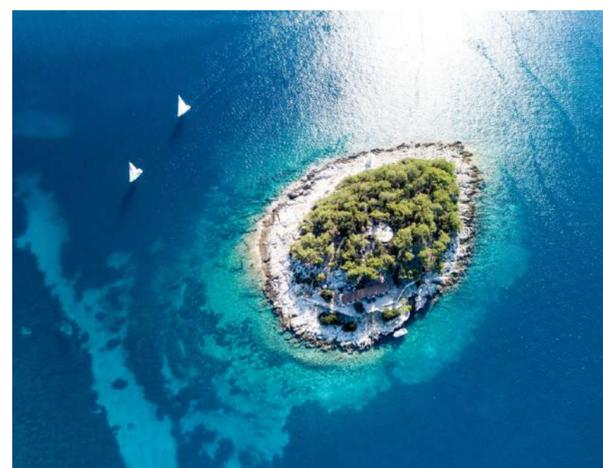
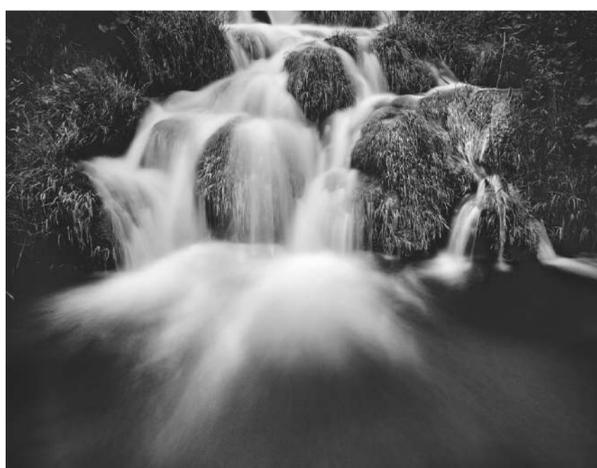
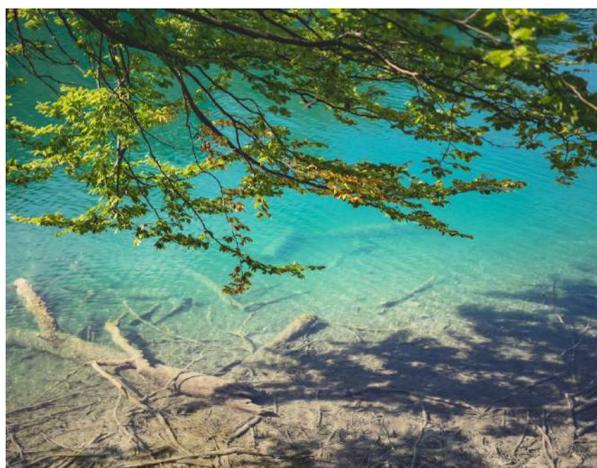
Day 5. July 22, 2021 - Thursday - Zagreb - Plitvice Lakes - An early breakfast at the hotel is followed by check-out and departure to the National Park Plitvice Lakes, Croatia's most popular tourist attraction. The Park was granted UNESCO World Heritage status in 1979. The beauty of this National Park lies in its sixteen lakes, inter-connected by a series of waterfalls, and set in deep woodlands populated by deer, bears, wolves, boars and rare bird species. Comfortable clothing and walking shoes are highly recommended for our guided walk in the Park. Later, we depart for our hotel for check-in. Group dinner at the hotel is included. Overnight stay **Gospic Stara Lika Hotel** (or similar), Standard Rooms. **(B,D)**

Day 6. July 23, 2021 - Friday - Plitvice Lakes – Zadar – Split - After breakfast, we'll check-out and board our coaches for our drive to Split. En-route, we will stop at Zadar, one of the most beautiful old Dalmatian cities dating back to the ancient Roman times. In every corner is rich heritage: Roman Forum, St. Donatus' Church, the reconstructed Romanesque St. Grisigono's Church, St. Mary's bell tower, and the St. Anastasia's Cathedral. We'll also visit Zadar's Sea organ - the instrument that plays music with the help of sea waves. Free time after the guided tour in Zadar, and then we continue to Split. Overnight stay at **Art Hotel or Globo Hotel**, Standard Rooms **(B)**

Day 7. July 24, 2021 - Saturday - Split - Trogir - Following breakfast at the hotel, we begin exploring the town of Split, with its ancient history that has been built and preserved over the course of 1700 years by its loving inhabitants. Our walking tour starts at Diocletian Palace, the most precious monument in the city and one of the most significant original structures that is now enlisted in UNESCO's World Heritage site. We'll continue to Trogir, a historic stone city and also a UNESCO Heritage site. The city's orthogonal street plan dates back to the Hellenistic times. This entire city is made of stone and without any modern architecture. Its beautiful Romanesque churches are complemented by the outstanding Renaissance and Baroque buildings from the Venetian period; the Cathedral of St. Lawrence (St. Lovre), the famous Radovan's portal, the beautiful Kamerlengo Tower and much more. After sightseeing, we return to our hotel in Split. Dinner is on our own. Overnight stay at **Art Hotel or Globo Hotel**, Standard Rooms **(B)**

Day 8. July 25, 2021 - Sunday - Split - A free morning. Enjoy a leisurely breakfast and explore Split at your own pace. In the late afternoon, we'll transfer to a traditional family estate near Split to discover the natural beauty of the Mediterranean. We'll take a tour of a facility where sweets are handmade, walk through the scenic botanical collection, explore the rich Mediterranean garden, and visit the olive oil museum at the traditional family estate. After the tour, we enjoy a delicious array of fresh traditional products and an authentic meal in their tavern. Following our sumptuous dining experience, we'll return to Split. Overnight stay at **Art Hotel or Globo Hotel**, Standard Rooms **(B,L)**

Day 9. July 26, 2021 - Monday - Split - Hvar - Breakfast at the hotel. Today, we'll get on a ferry for travel to Hvar Island. The day is entirely at leisure to relax and explore Hvar. Dinner is on our own. Overnights stay at **Hotel Amfora**, Standard Rooms **(B)**





Day 10. July 27, 2021 - Tuesday - Hvar Island - After breakfast, we begin our guided walking tour of Hvar, the oldest tourist center of Dalmatia. Friendly people, numerous picturesque beaches and bays, virgin nature, rich historical and cultural inheritance, the scents of lavender, olive trees, and wine are the reasons that island Hvar welcomes more and more tourists each year. Rich in historical monuments and interesting to visitors, it boasts having a 16th-century theater, a 13th century arsenal, and the central town square with its Cathedral, surrounded by numerous palaces built in different architectural styles. The Franciscan monastery is known for its collection of works of old masters, including the "Last Supper" by Ingoli. After the visit, we will proceed with the tour of Hvar, one of the longest, sunniest and most beautiful islands in the world. Lunch is included and will be in a typical local restaurant. Overnight stay at **Hotel Amfora**, Standard Rooms **(B,L)**

Day 11. July 28, 2021 - Wednesday - Hvar - Dubrovnik - We take the return ferry to the mainland, from Sucuraj to Drvenik, then proceed to Dubrovnik. En-route we will stop in Ston, a historic town, surrounded by a 5km long fortified wall erected in 1358 as protection. With 20 towers still standing, the wall represents an impressive flashback to the past. Ston and the surrounding area is also home to oyster farms. We'll enjoy some great oyster tasting as we take a boat tour. Later we proceed to Dubrovnik. Upon arrival, we check-in at our hotel. Dinner on your own. Overnight stay at **Hotel Kompas**, Standard Rooms **(B,Oyster Tasting)**

Day 12. July 29, 2021 - Thursday - Dubrovnik - Following breakfast at the hotel, we'll take a walking tour of Dubrovnik accompanied by a local guide. Dubrovnik's nickname is the "Pearl of the Adriatic" and since 1979, is a UNESCO world heritage site. Today, Dubrovnik is the proudest feather in Croatia's tourism, an elite destination and one of the most beautiful towns of the Mediterranean. The old city is encompassed by medieval walls, which have been preserved in their original form and opened for visitors as Dubrovnik's major attraction. The whole city is a living monument and rich treasury of history. The afternoon is at leisure for individual activities. We recommend you take the cable car to the hill above the city and enjoy a cup of java or perhaps have a meal. Overnight stay at **Hotel Kompas**, Standard Rooms **(B)**

Day 13. July 30 2021 - Friday - Dubrovnik – Montenegro (Kotor & Perast) – Konavle - Dubrovnik -

After breakfast, we depart for full day excursion to Montenegro. First, we will visit the Perast and Our Lady of Rocks Island. Perast, located at the base of Mt. Elijah within the Bay of Kotor, is a UNESCO protected beautiful old stone baroque town full of naval history. Our Lady of the Rocks is a church made on an artificial island, built on 150 sunken ships back in the 15th century. We'll explore maritime history and culture in the collections at the local Museum and in the treasuries of the churches of St. Nicholas and Our Lady of The Rocks. Later, we proceed to Kotor for a guided tour of this UNESCO 'world's natural and historical heritage site'. The Roman Catholic cathedral in Kotor is one of the oldest and most beautiful examples of Roman architecture on the Adriatic coast. On our return journey, we'll stop in Konavle region to relish in a classic cultural and architectural extravaganza. We'll discover unique and precious rural architecture in thousand-year-old historical monuments, hundreds of years old traditions, the Konavle embroidery and the distinctive traditional costumes of Konavle. In the Konavle region we'll also enjoy a gala farewell dinner in a restaurant in local traditional style. We then return to Dubrovnik. Overnight stay at **Hotel Kompas**, Standard Rooms **(B,D)**

Day 14. July 31 2021 - Saturday - Homebound - Breakfast at the hotel and check-out. Bidding a fond farewell to beautiful Croatia, we board our coach for our final transfer to Dubrovnik Airport for our flight home.

END OF SERVICES

COST: PER PERSON SHARING DOUBLE OCCUPANCY (CAD\$) - \$4367.00*
SINGLE SUPPLEMENT - **\$1620.00***

*Round-trip International Airfares Canada- Croatia are additional.



INCLUDED FEATURES

- Group size: Maximum 20 participants
- Accompanied by a professional Tour Escort throughout
- All transfers and sightseeing excursions by private 49-seater touring motor coach
- Meet & greet service on arrival at Zagreb Airport in Croatia
- Private transportation in touring vehicle(49-seater motor-coach)
- Ferry crossings from Split to Starigrad (Hvar Island) and return from Sućuraj (Island Hvar) to Drvenik
- 12 nights' accommodations based on twin sharing basis at hotels mentioned (or similar) and inclusive of local taxes
- Daily meals as specified by B L D (breakfast, lunch, dinner) in the above itinerary
- Special snacks at the Green Market in Zagreb
- Oyster tasting & lunch in the town of Ston
- Gala farewell dinner in Konvale region
- Services of a professional Tour Leader throughout the itinerary as described above
- Services of local English-speaking guides during half-day and full-day tours as described in the itinerary
- Applicable entrance fees for visits to Trakoscan Castle, Plitvice National Park, Diocletian Palace cellars in Split, Franciscan Monastery in Dubrovnik, City entrance in Kotor and at Our Lady of Rocks in Perast
- Applicable city taxes, road tax and road tolls
- All health & safety protocols as per WHO and local Government directives

NOT INCLUDED

- International flights and airfares (will be quoted separately)
- Meals not specified in the itinerary
- Entrance fees to sightseeing venues, unless mentioned in the itinerary
- Gratuities for guides, drivers, restaurant staff, etc.
- Personal expenses such as alcoholic and other beverages, telephone calls and laundry etc.
- Travel & Medical Insurance - strongly recommended
- Any other services not mentioned above

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

When you book with 375645 Ontario Ltd., doing business as VICTOURS, the following Terms and Conditions become part of your contract with us. You should therefore read the Terms and Conditions before booking your tour.

DEPOSIT & PAYMENTS

A non-refundable deposit of 30% of the amount is due at time of booking. Full payment must reach our office 45 days prior to date of first service.

CANCELLATION PENALTIES

- up to 46 days prior to departure: Loss of deposit
- between 45 days and 21 days prior to departure: 50% of total cost
- 20 days prior or no show: 100% of total cost

BOOKING

Prices are in Canadian dollars unless otherwise stated and are subject to change without notice. We reserve the right to cancel your booking if not paid in full by due date.

TRAVEL INSURANCE

VICTOURS strongly recommends that you purchase travel insurance, including coverage for at least trip cancellation and out of Canada health coverage.

PAYMENT

We accept Mastercard, Visa and American Express in Canadian dollars only and your verbal authorization for use of your card indicates your compliance with all of these Terms and Conditions and confirms your reservation without the need for you to sign for the purchase.

SPECIAL REQUESTS

We will pass along all special requests and other requirements but these are strictly at the discretion of the supplier, cannot be confirmed prior to your departure and may require additional payments in destination. We cannot control and are not responsible if special requests are not fulfilled.

SPECIAL NEEDS

We must be advised of special passenger needs at the time of booking and we will try to accommodate them but cannot confirm a reservation until all travel suppliers have acknowledged that they can provide the services requested. There may be a charge for some services and suppliers may deny boarding if prior notification of the special needs is not given – even with a medical certificate.

INFLIGHT SERVICES

Charges may apply to inflight services, including internet connection and/or entertainment.

BOOKING CHANGES

If you change your booking more than 45 days prior to departure an administration fee of \$50 (including GST/HST) will apply. Correction of a name, change of name, change of a departure date or change of the type of tour, made within 45 days of departure makes the booking subject to full applicable cancellation charges. Air tickets that have been issued may have separate conditions, please refer to the terms and conditions provided on your flight ticket. Changing all names on a file constitutes a cancellation. If rooming requirements are altered due to a cancellation by one or more passengers, the passengers still travelling must pay the applicable rate for the accommodation to be occupied. Once travel has commenced, NO changes to the booking are permitted. The vacation packages are prepared months in advance, and sometimes one of the advertised services or locations is modified or not available. On occasion after your booking is confirmed, we may have to make changes to the services that are part of the package. Most often this will be minor, however we may have to make a Major Change before you depart.

Major Change includes:

- change of destination;
- change of time of departure or return by more than 24 hours;
- change of the standard of the accommodation;
- increase in the cost of the vacation package of more than 7% (unless government imposed);
- change of route necessitating other identification or documentation when there is insufficient time to meet these requirements before departure; and
- an error in our rates.

If we have to make a Major Change, we will advise you or your travel agent and you may:

- accept the change;
- select one of our alternate vacation packages at the applicable price;
- or cancel completely and obtain a full refund of the price you paid.

Sometimes the hotel you choose will not be available because of unexpected maintenance or overbooking. If this is the case, we will provide a substitute hotel, of equal or greater standard. If we are obliged to downgrade the accommodation, and you accept that offered change, we will provide you with a refund. We reserve the right to change our published prices without notice and to pass on to you all government imposed taxes, transportation fees and surcharges, including fuel and currency fluctuations. We may not be able to refund you in full for changes that are made for reasons of Force Majeure, namely war or threat of war, riots, civil disturbances, terrorist activity, industrial disputes, natural and nuclear disasters, fire, weather causing beach erosion, epidemics or health risks, technical or mechanical problems with transport, flight delays due to weather, government action, closed or congested airports or seaports, supplier insolvency and any events beyond our control.

If you cancel the following charges apply from the date we are advised of your cancellation. The calculation of the cancellation amount does not include the day of departure. More than 45 days 30% of total price; 45-21 days 50% of total price; 20 days and no-show 100% of total price.

Cancellation charges include GST/HST and are effective from the day that we record your cancellation notification. We may re-sell any cancelled seats or accommodation without refund to you.

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

TRAVEL DOCUMENTS

All necessary e-docs pertaining to travel services booked by VICTOURS will be provided by VICTOURS prior to departure. It is your responsibility to make certain that you have the identification documents necessary to travel to and from your destination(s). You should travel with a passport - valid for at least 6 months after the date of your scheduled return. If your travel documents are not in order you may be refused boarding and any additional costs incurred to get you to or from your destination(s) will be your responsibility and no refund will be issued to you for any part of the tour that you miss. A criminal record may be used as a reason for denial of entry to a destination. If both parents of a child are not travelling with the child a notarized letter from the child's parents should be obtained, authorizing the child to travel and including specific reference to the destination and dates of departure from and return to Canada. Payment for airport improvement tax and/or departure tax and/or tourist cards is not included in the price of your package and is your responsibility.

FLIGHT DETAILS AND CHANGES

Your travel documents contain conditions of carriage which limit the airline's liability under international conventions and agreements. Any complaints concerning your flights should be made to the airline concerned. We reserve the right to substitute alternate carriers and aircraft types and to add en-route stops at our discretion with or without notice to you. Operational changes are sometimes required and may result in the need to reschedule or cancel your flights. You should confirm all flights at least 48 hours before departure and flight departure time at least 24 hours before the scheduled departure time. If a flight delay is announced at the airport, it may not be possible for the airline to provide accommodation or meals during the delay. If a delay is related to weather, traffic, or another force majeure situation, any expenses incurred by you will be your responsibility.

VICTOURS is not responsible for additional expenses or lost income as a result of changes to flight times or missed vacation time. If you only purchase your airfare from us it is your responsibility to leave a contact number at your destination and with your travel agent so that we can contact you in case of a flight change. If you are booking connecting flight(s) you should allow at least 3 hours and preferably overnight between the connecting flight and the charter flight that is part of your package. All such connecting flight reservations are made at your risk and you agree to assume the cost of any loss in the event of a change to the original flight schedule.

AT THE AIRPORT

Seats are allocated on a first-come, first-served basis unless you have pre-purchased seating allocation. You should arrive at the airport at least 3 hours prior to your flight departure. Check-in closes 45 minutes prior to flight departure and all passengers must be present for check-in. You will not be allowed to board or obtain a refund if you have not checked in 45 minutes prior to flight departure. Airlines reserve the right to deny boarding to any passenger they deem to be in an unfit condition to fly.

Make sure that you check your booking documents or the airline for details about baggage allowance and the updated baggage regulations. Additional charges will apply to baggage in excess of the weight allowance will be charged an additional cost. Any lost, delayed, or damaged baggage is the responsibility of the airline. If your baggage is delayed at your destination or upon your return home, you must contact the airline representative before leaving the airport. If you fail to notify the airline representative before leaving the airport any claim will be invalidated. The handling of your baggage is performed by an independent contractor over which we have no control. VICTOURS is not responsible for the loss or damage to your baggage or any other possessions, and we recommend that you purchase insurance to cover this type of loss.

AT YOUR DESTINATION

Regardless of the time you arrive or depart, most hotels expect departing guests to vacate their rooms by noon and arriving guests to check-in after 3 pm. At all-inclusive hotels, any property privileges start at check-in and end at check-out. VICTOURS is not responsible for any loss or damage caused by the use of bellman services.

Routine maintenance and renovation occurs at all hotels, especially in popular resort areas. VICTOURS is not responsible for any interruption and/or inconvenience you may encounter as a result of these renovations or maintenance. In some new hotels, there may be facilities that are not fully functional and landscaping and finishing touches may happen during your stay.

VICTOURS is not responsible for any sporting, other activities or optional tours sold at the destination by independent contractors. All such optional tours are at an extra charge and may be different than advertised or not available during your stay. Any mention or description of an optional tour in any VICTOURS literature is not an endorsement of the optional tours.

It is not the same away from home and because Canadians enjoy a very high standard of living the uninterrupted supply of water and electricity, local health conditions, levels of security and standards of food and beverages may differ from those enjoyed at home. In the tropical climates, the insects enjoy deluxe hotels as much as they do any other. Illness or inconvenience resulting from the services provided or omitted at the destination are outside the control of VICTOURS and it is not responsible for any such illness or inconvenience.

Many resorts are frequented by topless sunbathers and are beyond the control of VICTOURS. VICTOURS is not responsible for any guest's behavior. Local governments are in charge of services and facilities and local cultural and/or political events may cause the withdrawal of these services and/or facilities which is beyond the control of VICTOURS. VICTOURS is not responsible for the withdrawal of any services and/or facilities.

YOUR PACKAGE

Your package includes only the travel services purchased. All other details are provided for your information only and are not included in the price of your package. The features included may vary and are subject to withdrawal by the hotel. Activities are on a first-come, first-served basis and are subject to the availability of equipment. Daily activity programs are subject to an adequate number of participants and a reservation in the destination may be required. Capacity for any activity may be limited during busy seasons and all activities take place based on the weather being appropriate. The sporting and social activities are provided on a complimentary basis by the hotel and are not included in the price of your package unless specifically indicated. Drinks will only be available during bar opening hours. À la carte meals may be limited to one or two per week and a reservation is usually required. No bonus features have any cash value and room upgrades are strictly on a space availability basis when you check-in.

You will not be provided with a refund for any part of an unused vacation package.

The photographs we use are representational only and are not a guarantee that everything will be exactly as depicted at the location on arrival. Any drive times are approximate.

VICTOURS INTERNATIONAL

TERMS & CONDITIONS

PROBLEM HANDLING

If you encounter any issues or have a complaint while at the destination, you must advise the local representative or hotel management immediately to provide an opportunity to investigate and/or resolve your complaint. If for any reason your complaint is not resolved during your vacation, you must notify us within 30 days of returning from your vacation. Failure to adhere to these notification guidelines may affect the timeliness of our response, the accuracy of our investigation, and will be a consideration in reviewing the options to resolve your complaint.

VICTOURS is not responsible for any representations made by travel agents, hotel employees, independent contractors or suppliers of any kind. No agent or representative of VICTOURS may waive any provisions of these Terms & Conditions. The invalidity of any of these terms or conditions shall not affect the validity of any other provision.

OUR RESPONSIBILITY

VICTOURS makes arrangements with independent contractors such as airlines, transfer operators, hotels & other suppliers that provide the services that you purchase as part of your package. Although we take care in selecting these suppliers, they are all independent parties and we have no control over them and are not responsible for their acts or omissions. Services provided by these independent parties are subject to applicable Provincial travel industry acts and the regulations thereunder, together with, where applicable, any conditions imposed by the independent parties and as such, their liability is limited by their tariffs, conditions of carriage, tickets and vouchers and international conventions and agreements.

VICTOURS is not responsible for any loss, damage or injury, whether physical or mental, or to property, resulting from any delay, substitution or deficiency of quality of equipment or service, or any act, omission, or negligence of any of these independent parties, their agents, servants, employees or subcontractors supplying any of the services herein or for any claims for such loss, damage, or injury, whether physical or mental, arising therefrom, or from any claim that arises by reason of any action or omission of any party other than VICTOURS.

LIMITATION OF OUR LIABILITY

The liability of VICTOURS for any loss, damage or injury, whether physical or mental, arising from its own acts, omissions or negligence, is limited to the price of the services purchased.

PRIVACY

We are committed to protecting your privacy and have developed a policy and related procedures to do so. You can find our privacy policy at www.victoursinternational.ca.

GOVERNING LAW

Your agreement with us is governed by and is to be construed and interpreted in accordance with the Laws of the Province in which you were located when you booked your package with us.

DISPUTES

You agree that any dispute will be submitted to the exclusive jurisdiction of the Courts of province in which you were located when you booked your package with us.

PHOTOGRAPHS ON OUR WEBSITE AND ITINERARIES

Photographs displayed on our website and itineraries are representational only unless stated otherwise and not a guarantee that everything is exactly as depicted upon arrival at destination.

EXCEPTION TO STANDARD CANCELLATION PENALTIES

Some services may have additional booking conditions and at time of booking may be up to 100% non-refundable

Please refer to terms provided on proposal.