

TRAVEL GUARANTEE INFORMATION

Love 2 Travel d.o.o. / Travel2Serbia
English translation for public information

In accordance with the provisions of the Law on Tourism, the travel agency **Love 2 Travel d.o.o.** maintains a deposit in the amount of **EUR 2,000** on its RSD business account, calculated at the middle exchange rate of the National Bank of Serbia, and has secured a travel guarantee for a **Category A licence** in the amount of **EUR 30,000**, guarantee number **30000061724**, dated **22 September 2026**, valid from **1 October 2026 to 1 October 2027**, issued by **MILENIJUM OSIGURANJE a.d.o. BEOGRAD**, Milutina Milankovića 3B, Belgrade.

A) In the event of the Tour Operator's insolvency

The travel guarantee covers the costs of necessary accommodation, meals and the return of the Traveller from the trip to the place of departure, in Serbia or abroad; claims for funds paid by the Traveller under a Package Travel Contract which the Tour Operator has not performed; claims for funds paid by the Traveller where the Traveller cancels the trip in accordance with the General Terms and Conditions of Travel; and claims for the difference between the amount paid under the Package Travel Contract and the amount reduced in proportion to the non-performance or incomplete performance of the services included in the Travel Programme.

B) Compensation for damage

The travel guarantee provides compensation for damage caused to the Traveller by the Tour Operator's failure, partial failure or improper performance of obligations specified in the General Terms and Conditions and the Travel Programme, including claims for funds paid by the Traveller under a Package Travel Contract which the Tour Operator has not performed, and claims for the difference between the amount paid under the Package Travel Contract and the amount reduced in proportion to the non-performance or incomplete performance of the services included in the Travel Programme.

The coverage period of the Travel Guarantee runs from the date of its issue until completion of the tourist trip, i.e. until the Traveller returns to the agreed destination.

Activation of the Travel Guarantee

The Travel Guarantee is activated without delay, or within 14 days from the date on which the insured event occurs. A Traveller who is already on a trip should contact the insurer as quickly as possible:

Insurer	MILENIJUM OSIGURANJE a.d.o. BEOGRAD
Telephone	+381 11 7152 300
Fax	+381 11 7152 306
Email	mios@milenijum-osiguranje.rs

The Traveller exercises the right to compensation for damage on the basis of a final and enforceable court judgment, an arbitration award, or another out-of-court consumer dispute resolution, in accordance with the General Terms and Conditions.

By signing the Contract, the Traveller confirms that the General Insurance Terms and Conditions have been provided and accepts them in full. The General Terms and Conditions of Travel of Love 2 Travel are aligned with the Law on Tourism of the Republic of Serbia. All travellers are requested to read them carefully before departure.

Person responsible for receiving complaints

Name	Marija Matijević
Telephone	+381 60 4080 510
Email	marija@love2travel.rs

Translation note: This English-language document is a translation of the Serbian information supplied by Love 2 Travel d.o.o. The original Serbian document remains the source document.