DINNER IN THE SKY – TERMS & CONDITIONS

Welcome to Dinner in the Sky! These Terms and Conditions govern the use of our website, booking process, and participation in the Dinner in the Sky experience, operated by **Staza Uspjeha d.o.o., Andrije Hebranga 33, 20000 Dubrovnik, Croatia**.

By booking or attending the event, you confirm that you have read, understood, and agreed to all the conditions below. **Please do not proceed with the booking if you do not accept these terms.**

1. Introduction to the Experience

Dinner in the Sky is a unique dining event involving a meal served at height while suspended by a crane. This experience requires strict adherence to safety and conduct regulations for your protection and enjoyment..

2. Booking and Payment

2.1. Booking Process

Bookings must be completed through our website using the appropriate form.

2.2. Payment Methods

We accept major debit/credit cards and supported online payment systems via secure gateways. Payment details are not stored after the transaction.

2.3. Confirmation

Upon successful payment, you will receive a booking confirmation by email. Please verify all details and contact us immediately if any errors are found.

3. Cancellation and Refund Policy

3.1. Customer Cancellations

- Full refunds are available only for full amount prepaid if cancellation is made at least **48 hours** prior to the event.
- The deposit is non-refundable.
- **No refunds** will be given for cancellations made **within 48 hours** of the scheduled event.

3.2. Organizer Cancellations

We may cancel or reschedule events due to adverse weather or safety concerns. A full refund or reschedule will be offered in such cases.

4. Participant Requirements

4.1. Age and Health

- Minimum age: **12 years**.
- Participants must be in good health, free of conditions that could be aggravated by height, stress, or restricted movement.

4.2. Medical Declaration

Participants must confirm they do not suffer from:

- Heart issues, high blood pressure, prosthetics, vertigo, or serious back problems.
- Influence of alcohol, drugs, or impairing medications is prohibited.

4.3. Waiver Requirement
All participants must sign a **Waiver and Release** before joining. Failure to do so will result in denied participation without refund.

5. House Rules and Safety Guidelines

By participating, you agree to follow these **House Rules [Ref. #DITS10-1]**:

- Stay seated once your seatbelt is fastened by crew.
- Do not adjust your seatbelt on your own.
- Keep personal items away from table edges.
- Smoking is strictly prohibited.
- Do not drop or throw items from the table.
- Follow all crew instructions at all times.
- Do not make rash or impulsive decisions.
- Notify crew immediately if you feel unwell or unsafe.
- Remain seated after landing until a crew member releases you.
- Pay attention to all safety announcements.
- In emergencies, follow staff instructions and evacuate calmly.
- Enjoy the experience responsibly.

Failure to comply may lead to removal without a refund.

6. Assumption of Risk and Liability Waiver

By participating:

- You accept full responsibility for all personal risks and agree to hold **Staza Uspjeha d.o.o.**, its staff, partners, and intermediaries harmless.
- You waive rights to compensation for injuries or losses, even in cases involving equipment malfunction or crane operation.
- This waiver applies to personal injuries and includes any legal successors or interested third parties.
- The organizers are released from liability to the extent permitted by Croatian law, including the Civil Obligations Act.

7. Photography and Media Rights

You grant **Staza Uspjeha d.o.o.** the right to photograph, video, and/or record you during the event and use this media, worldwide and indefinitely, for promotional or commercial purposes, without compensation.

8. Participant Conduct

. ● All participants must attend a pre-flight safety briefing.

- Anyone under the influence of drugs or alcohol will be refused entry.
- Disruptive behavior or unsafe conduct will result in removal from the experience without refund.

9. Privacy Policy

Your data is collected and processed according to our **Privacy Policy** (available on our website). We are committed to protecting your personal information.

10. Intellectual Property

All content on our website, branding, materials, and documentation is the property of **Dinner in the Sky / Staza Uspjeha d.o.o.** and protected by copyright and intellectual property laws.

11. Governing Law and Jurisdiction

These Terms are governed by the laws of the **Republic of Croatia**. All disputes shall fall under the exclusive jurisdiction of Croatian courts.

12. Complaints Procedure

Based on Article 6, Paragraph 3 of the Law on the Provision of Tourism Services, a written complaint regarding our services can be submitted via:

- Mail to the address: Andrije Hebranga 33, 20000 Dubrovnik, Croatia
- Email: info@dinnerinthesky.hr

You will receive a response to your complaint within 15 days from the date the complaint is received.

13. Amendments

We reserve the right to modify these terms at any time. Updates will be published on our website and apply immediately upon posting.

Acknowledgment and Consent

By proceeding with the booking, you confirm:

- You have read and accepted these Terms & Conditions in full.
- You understand the risks and responsibilities involved.
- You voluntarily consent to all stated conditions.