

TERMS AND CONDITIONS

These Terms and Conditions govern the booking, payment, and provision of nature experiences, as well as the use of the website www.exploringournature.com, operated by:

Multiverse, dejavnosti za prosti čas, Andreja Košir, s. p.

Sostrska cesta 30 B

1261 Ljubljana – Dobrunje

Slovenia

(hereinafter referred to as the **Organiser**).

All experiences are provided under the **Exploring Your Nature** brand.

By using the website, submitting an enquiry, making a booking, or purchasing any services, the user confirms that they have read, understood, and accepted these Terms and Conditions.

1. Services

The Organiser provides boutique nature experiences, educational activities, workshops, guided programmes, corporate programmes, private group experiences, and other services published on the website.

The description, duration, price, location, and any special conditions applicable to each service are stated in the relevant experience description or agreed upon in an individual offer.

Photographs displayed on the website are for illustrative purposes only and are intended to present the nature of the activities.

2. Bookings

Bookings may be made:

- via the online booking form;
- by email;
- by telephone;
- through social media; or
- by any other agreed method.

A booking is considered confirmed once the Organiser sends a booking confirmation or receives the agreed payment.

The Organiser reserves the right to refuse a booking if:

- no places are available;
- the activity cannot be carried out;
- the participant does not meet the requirements for the safe delivery of the activity; or
- other justified circumstances exist.

3. Prices

All prices are stated in Euros (EUR).

Unless otherwise stated, prices include all costs related to the delivery of the selected activity.

The Organiser reserves the right to change prices. However, confirmed bookings will be charged at the price valid at the time of booking confirmation.

If the Organiser is not registered for VAT, prices are determined in accordance with the applicable tax legislation.

4. Payment

Payment may be made:

- by bank transfer;
- in cash on the day of the activity (by prior arrangement only); or
- by any other payment method specified during the booking process.

Where advance payment or payment before the activity is required, payment must be made within the deadline stated in the quotation or invoice.

If payment is not received by the due date, the Organiser reserves the right to cancel the booking.

5. Cancellation by the Participant

Participants may cancel their booking free of charge up to **72 hours** before the scheduled start of the activity.

If the booking is cancelled less than 72 hours before the activity, **50% of the total booking value** will be charged.

If a participant fails to attend the activity without prior notice or cancels on the day of the activity, the cancellation will be considered late and **100% of the activity fee** will be charged.

If a participant is unable to attend, they may, subject to prior agreement, nominate another person to attend in their place.

6. Cancellation or Rescheduling by the Organiser

The Organiser reserves the right to cancel or reschedule an activity if its safe and high-quality delivery cannot be ensured.

Reasons for cancellation or rescheduling may include:

- adverse weather conditions;
- force majeure;
- illness of the guide or instructor;
- safety concerns;
- closure of the activity area; or
- other unforeseen circumstances.

In such cases, participants may choose:

- a new date;
- another comparable activity; or
- a full refund of any amount already paid.

The Organiser is not liable for any additional costs incurred by participants as a result of cancellation, including travel expenses, accommodation costs, loss of income, or other indirect costs.

7. Conduct of Activities

Activities take place in a natural environment where weather conditions, uneven terrain, wet or slippery surfaces, contact with plants, wildlife, insects, and other natural phenomena may occur.

Participants acknowledge that such circumstances are an inherent part of outdoor activities.

Where necessary to ensure safety or the quality of the experience, the Organiser may modify:

- the route;
- the location;
- the duration;
- the programme content; or
- the order of activities.

Such changes shall not be considered a breach of contract.

8. Participant Responsibilities

Participants agree to:

- follow the instructions of the guide or instructor;
- wear suitable clothing and footwear;
- respect the natural environment;
- respect other participants; and

- use the Organiser's equipment responsibly.

Participants must not attend activities while under the influence of alcohol or illegal drugs.

The Organiser reserves the right to refuse participation or remove any participant whose behaviour endangers themselves, other participants, or the natural environment.

In such cases, no refund will be provided.

9. Health

Each participant takes part in activities at their own risk.

By making a booking, participants confirm that they are physically and medically fit to participate.

If a participant has any medical conditions or special circumstances (such as allergies, epilepsy, heart conditions, mobility limitations, or any other condition that could affect the safe delivery of the activity), they must inform the Organiser before the activity begins.

For safety reasons, the Organiser may refuse participation to any individual whose participation could present a risk to themselves or others.

10. Liability

The Organiser conducts all activities professionally and with the highest reasonable standard of care.

As activities take place in a natural environment, it is not possible to eliminate all risks.

The Organiser shall only be liable for damage directly resulting from intentional misconduct or gross negligence.

The Organiser shall not be liable for:

- injuries resulting from failure to follow instructions;
- injuries caused by unsuitable personal equipment;
- injuries arising from natural conditions;
- allergic reactions;
- insect bites or stings;
- lost or damaged personal belongings; or
- delays caused by traffic or other external circumstances.

11. Organiser's Equipment

Where the Organiser provides recording equipment, binoculars, telescopes, or other equipment, participants must use it in accordance with the instructions provided.

Participants are liable for any damage caused intentionally or through gross negligence.

Normal wear and tear of equipment shall not be considered the participant's responsibility.

12. Minors

Minors may participate only when accompanied by a parent or legal guardian, unless otherwise specified for a particular activity.

Parents or accompanying adults are responsible for the conduct and supervision of minors.

13. Photography and Video Recording

During activities, the Organiser may take photographs or record video footage for the purpose of promoting its services on its website, social media channels, and other promotional materials.

Participants who do not wish to be photographed or recorded must notify the Organiser before the activity begins. The Organiser will make every reasonable effort to respect their wishes.

14. Gift Vouchers

Gift vouchers are valid until the expiry date stated on the voucher.

Gift vouchers cannot be exchanged for cash.

Advance booking is required and is subject to availability.

Bookings made using gift vouchers are subject to the same cancellation policy as all other bookings.

15. Right of Withdrawal

Consumers entering into distance contracts have the right to withdraw from the contract in accordance with applicable consumer protection legislation.

However, where the contract relates to leisure services provided on a specific date or within a specific period, the statutory right of withdrawal generally does not apply in accordance with the applicable consumer protection legislation.

16. Personal Data Protection

The Organiser processes personal data in accordance with applicable data protection legislation.

Further information on the processing of personal data is available in the **Privacy Policy** published on the website.

17. Complaints and Dispute Resolution

Any complaints may be submitted to the Organiser by email.

The Organiser will make every reasonable effort to resolve any dispute amicably.

If an amicable resolution cannot be reached, the competent court in the Republic of Slovenia shall have jurisdiction.

18. Final Provisions

These Terms and Conditions shall enter into force on the date they are published on the website.

The Organiser reserves the right to amend these Terms and Conditions at any time. The version in force on the date of booking confirmation shall apply to each individual booking.

Any matters not governed by these Terms and Conditions shall be subject to the applicable laws of the Republic of Slovenia.

These Terms and Conditions are effective as of 27 July 2026.