

GENERAL TERMS AND CONDITIONS

VIRJE – šport, turizem, trgovina in storitve d.o.o. (hereinafter referred to as “VIRJE d.o.o.”), Kot 2, Bovec, professionally and safely organizes outdoor and sports activities in the Soča Valley, including rafting, canyoning, kayaking, adventure park activities, zipline, caving, mountain scooter tours, cycling, and hiking. In addition to the activities listed above, we also offer accommodation in glamping facilities, campsites, and apartments.

PARTICIPANT SAFETY

- A sports activity begins when participants meet the guide at the starting point and ends upon completion of the activity at the designated finish point. VIRJE d.o.o. is not responsible for injuries occurring outside the duration of the activity.
- Participants are expected to be physically and mentally fit for participation, not under the influence of alcohol or other psychoactive substances, and able to swim (applicable to water-based activities).
- Participants are responsible for having valid personal health insurance covering injuries related to sports or adventure activities.
- VIRJE d.o.o. advises against participation by pregnant women and persons with serious medical conditions or injuries.
- VIRJE d.o.o. is not liable for injuries resulting from false information provided in the electronically confirmed “Activity Registration” form or from failure to follow the instructions of guides or employees of VIRJE d.o.o.
- All participants with any injuries, partially healed injuries, or medical conditions (such as asthma, epilepsy, etc.) must inform the guide or another employee of VIRJE d.o.o. before the start of the activity.
- During water-based activities, we advise against wearing jewelry, watches, glasses, or carrying video/photo equipment. VIRJE d.o.o. accepts no responsibility for lost, stolen, or damaged personal belongings.
- Any injuries occurring during the activity must be reported immediately to the guide or an authorized representative of VIRJE d.o.o. An accident report will be prepared in the presence of the guide, participant, and witnesses and must be signed by all present parties. VIRJE d.o.o. will not consider injury claims reported after the event that were not documented at the time of occurrence.

PARTICIPATION RESTRICTIONS FOR ACTIVITIES

To ensure the safe execution of activities, VIRJE d.o.o. reserves the right to determine minimum age, body height, and body weight requirements for individual activities.

Minimum participation requirements are as follows:

- Rafting: minimum age 6 years, minimum height 110 cm, maximum weight 115 kg

- Kayaking: minimum age 10 years, minimum height 130 cm, maximum weight 115 kg
- Basic canyoning: minimum age 8 years, minimum height 130 cm, maximum weight 115 kg
- Advanced canyoning: minimum age 14 years, minimum height 140 cm, maximum weight 115 kg

Participants who do not meet the stated requirements regarding age, height, or weight must consult with a guide or an employee of VIRJE d.o.o. before the activity begins. Based on a safety assessment, the guide will decide whether participation is possible.

VIRJE d.o.o. reserves the right to deny participation to any individual who does not meet the safety requirements or based on the guide's safety assessment.

RESERVATIONS

- Reservations can be made in person at our office, by phone, via email, or through the form on our website.
- An activity reservation is considered confirmed once the customer completes the "Bovec Sport Center A+ Activity Registration" form and pays the full amount of the arrangement.
Accommodation reservations are considered confirmed upon payment of the agreed reservation deposit.
- The payment method and type of payment are agreed upon during the reservation process.

CANCELLATION AND CHANGES TO RESERVATIONS

- VIRJE d.o.o. reserves the right to cancel or interrupt an activity at any time in the event of extraordinary, objective, or subjective circumstances if it determines that there may be any danger to participants or employees.
- In the event of cancellation or interruption of the activity by VIRJE d.o.o., all reservation costs will be refunded to the customer.
- If a participant cancels an activity after receiving the mandatory sports equipment, they are not entitled to a refund. Likewise, no refund will be issued in the event of early termination of the activity due to insufficient physical fitness that may affect the safety of the activity.

In the event of cancellation by the customer, the following refund conditions apply:

- 100% refund of the arrangement value up to 30 days before the start of the activity and/or accommodation,
- 80% refund from 29 to 14 days before the start of the activity and/or accommodation,
- 50% refund from 13 to 8 days before the start of the activity and/or accommodation,
- No refund is possible from 7 days before the start of the activity and/or accommodation onward.

PERSONAL DATA PROTECTION

- VIRJE d.o.o. reserves the right to photograph and/or film guests during activities and to use such photos and videos for internal and promotional purposes.
- Photos and video recordings created by VIRJE d.o.o. are the property of VIRJE d.o.o.
- VIRJE d.o.o. processes and protects all personal data in accordance with applicable personal data protection legislation (GDPR and Slovenian personal data protection laws).

DISCLAIMER OF LIABILITY

- VIRJE d.o.o. reserves the right to amend these general terms and conditions at any time and without prior notice.
- Certain activities may be carried out by partner companies, which assume responsibility for the execution of those activities under the same conditions.

Bovec, 29 May 2026

Maja Kokove-Hrovat, Director