



JAVNO PREDUZEĆE ZA UPRAVLJANJE  
MORSKIM DOBROM CRNE GORE

## GENERAL TERMS OF PURCHASE

This notice has been prepared in accordance with Articles 61-74j of the Law on Consumer Protection and aims to acquaint the customer with the rights and obligations from the distance contract and contracts outside business premises (hereinafter: contracts), before they come into effect. The notification is published on the seller's website [www.morskodobro.me](http://www.morskodobro.me) and is available to customers at all sales points of the sale as well as electronically after the customer addresses the appropriate service of the seller.

These General terms and conditions of purchase determine the conditions and Motocikl method of online ticket purchase for ferry transport on the line Kamenari - Lepetane, i.e. concluding a contract on distance via the electronic store (Web Shop).

The merchant, in terms of these General Terms and Conditions of Purchase, is a state-owned legal entity that independently or through another person acting on his behalf or on his behalf, concludes a legal transaction or acts on the market within the scope of its trade, business, craft or professional activities.

Merchant:

The Public Company for the Management of the Maritime Assets of Montenegro  
Popa Jola Zeca bb

85310 Budva

Montenegro

PIB: 02116146

Registration number: 80010870

Phone number: 033 452 709

Email: [jpmdcg@t-com.me](mailto:jpmdcg@t-com.me)

A consumer, in terms of these General Terms and Conditions of Purchase, can be a natural or legal person who concludes the legal business of online purchase of a

ferry ticket on the Kamenari - Lepetane line, that is, concluding a contract at a distance via an electronic store (Web Shop).

Electronic store (Web Shop), in terms of these General Terms and Conditions of Purchase, is an online store through which the merchant offers the consumer the online purchase of a ticket for ferry service on the Kamenari - Lepetane line. Via the Web Shop as a merchant, the seller and the consumer in the buyer's consciousness conclude a contract at a distance, without an actual presence of either the seller or the consumer, by using the means of communication at a distance.

General terms Ordering the online ticket purchase service for a ferry transport on the Kamenari - Lepetane line through the Web Shop is regulated by these conditions.

The terms of purchase define: Ordering procedure, Price, Payment method, Declaration of conversion, Protection of confidential transaction data, Final step when purchasing at Web Shop, Refund - unilateral termination of the contract. By purchasing a product through the Web Shop, the consumer is considered to have read and accepted the Terms, which are considered an integral part of the distance contract.

The consumer is obliged to provide accurate and complete data when creating a purchase.

The consumer makes an online payment for the service through an electronic purchase form. The Public Company for the Management of the Maritime Assets of Montenegro reserves the right to make changes to the Terms of purchase, therefore the consumer is obliged to inform themselves about the Terms of purchase when accessing the Web Shop.

The responsibility due to the Consumer's failure to act in this way is borne by the Consumer.

## Ordering procedure

Buying a ticket through the website [trajekt.me](http://trajekt.me) is very simple.

On the site, in the section "Search the sailing schedule and buy a ticket", select the date, and after filling, click on the "Search" field, after which a new one will open

with information on the date, type of transport that determines the price and offer a choice of purchasing the ticket via a click to the "Buy" option. After that, a new window will open in which the selected options will be stated, that is, the date and the category of vehicle with which you will board the ferry.

In case you chose one of the options incorrectly, you have the option to click on the "Rearrange" option, again select all the options listed above. If you are satisfied with the selected options, clicking on "Continue" will bring you to a new window in which we inform you how much your ticket costs, that is, what is the price of the online transaction when buying a ticket for the ferry in question, and the window "Data about the consumer" in which you will be required to enter: name and surname, address, postal address number, city, country, e-mail address, repeated e-mail address, vehicle category.

Information about the consumer if a ticket is purchased without registration and login: first and last name, city, e-mail address, repeated e-mail address, vehicle category.

After you have entered all the data, you need to click on the "I agree with" option all conditions of purchase and payment" and the option "I agree that my personal data is processed in this procedure", and finally click on the "Payment" option. After clicking on the "Payment" option, all previously selected items will appear in a new window options and information about the customer, with the amount of the price to pay, choosing the means of payment (credit/debit cards), after which you need to click on the appropriate payments type and enter the necessary data: card number, data on the validity period of the card as well as the control number printed on the card.

By clicking on the "Make payment" option, you have made the payment for the online ticket for transportation by ferry on the Kamenari – Lepetane line. Following a successful payment, you will receive an email notification stating that the payment has been made, that a distance contract has been concluded, with all the details of the completed transaction.

## **The price**

**The price of the services in question is determined by the [Price list](#)**

Prices are expressed in euros. VAT is included in the sales price.

A ticket purchased through the Web Shop is paid for at the price shown on the Web Shop at the time of ticket purchase (prices are shown with VAT included). The merchant reserves the right to change the Price List.

#### Method of payment

You can pay for the ticket at the time of purchase on the Web Shop using payment cards: Visa and Master Card.

#### Statement of Conversion

All payments will be made in euros (€). If payment is made by cards issued by foreign banks, the transaction amount will be converted into the card user's local currency, according to the current exchange rate of Central Bank of Montenegro. Due to the conversion, it is possible that there will be a difference in the price that was charged, in relation to the price which is shown on the Web Shop.

#### Protection of confidential transaction data

If you have a Visa or MasterCard payment card eligible for online payments, you can choose this payment method. After you confirm the order, you will be redirected to the website of the bank through which you make the payment. When processing credit card transactions through electronic commerce, the Merchant redirects the customer to the bank's page where the card data is entered securely by the customer. When entering payment card data, confidential information is transmitted via public networks in a protected (encrypted) form using the current state-of-the-art cryptographic technologies.

Data security during purchases is guaranteed by the payment card processor, hence the entire billing process is performed on the bank's website. There is not a moment during this process that allows for any type of personal or payment data to be visible anywhere in our system. If, when creating an order, the consumer chooses a bank payment method cards and successfully completes the transaction, the funds will be reserved for the consumer / transferred to the account.

The final step when purchasing on the Web Shop

Following the "Make Payment" button, you will receive an automatic e-mail confirmation of the following content:

*"Respected, the transaction for the purchase of a ticket for using the transport service ferry line Kamenari - Lepetane with the the Public Company for the Management of the Maritime Assets of Montenegro has been completed. We hereby attach the purchase invoice and the QR codewe will send you the invoice with the QR code and the purchased ticket"*

*With respect,*

*The Public Company for the Management of the Maritime Assets of Montenegro Popa Jola Zeca bb Budva*

*[ferry@morskodobro.me](mailto:ferry@morskodobro.me)*

*[jpmdcg@morskodobro.me](mailto:jpmdcg@morskodobro.me) 033/452-709*

The moment the confirmation e-mail message is sent, The Public Company for the Management of the Maritime Assets of Montenegro accepts your offer for the conclusion of the contract. In the attachment of this e-mail, you will receive a ferry ticket with the required QR code. Please ensure to print it out and have it with you at the moment of entry the ferry, or have it on on the mobile phone screen at a given moment.

### **Statement on the Protection and Collection of Personal Data and Their Use**

"Ferry ticket online sales trajekt.me is committed to providing the protection of customers' personal data by collecting only the necessary, basic information about customers/users that is essential for fulfilling our obligations; informing customers about how the collected data is used; and regularly giving customers the option to choose how their data will be used, including the option to decide whether they want their name removed from lists used for marketing campaigns. All customer data is strictly protected and only accessible to employees who need it to perform their work. All employees of the online store trajekt.me and business partners are responsible for respecting the principles of privacy protection."

### **Statement on the Protection of Personal Data Transfer**

"Protection of personal data is in accordance with the General Data Protection Regulation of the European Parliament and Council number 2016/679, as well as

the implementation of the General Data Protection Regulation. Monri WSPay, as the processor of authorization and credit card payment processing, handles personal data in the capacity of a data processor, in compliance with the General Data Protection Regulation of the European Parliament and Council number 2016/679 and according to strict PCI DSS L1 regulations on data entry and transfer protection."

### **Statement on the Use of Monri WSPay**

"Online ticket sales trajekt.me (point of sale) uses Monri WSPay for online payments.

Monri WSPay is a secure system for online payment, real-time payments, using credit and debit cards, and other payment methods. Monri WSPay ensures secure entry and transfer of card data for both the customer and the merchant, as confirmed by the PCI DSS certificate held by Monri WSPay. Monri WSPay uses a 256-bit SSL certificate and the TLS 1.2 cryptographic protocol, providing the highest level of protection for data entry and transfer."

### **Unilateral termination of the contract**

The consumer has the right to unilaterally terminate the concluded contract without giving reasons outside the business premises or concluded remotely within 14 days from the date of conclusion service contracts.

In case of unilateral termination of the contract, you have the right to receive a refund. After a period of 14 days from the date of conclusion of the contract, the consumer loses the right to a unilateral termination of the contract.

The consumer does not have the right to unilaterally terminate the contract, or to receive a refund, if the service contract was fully executed by the merchant, and the execution was started prior expressed consent of the consumer and his confirmation that he is aware of the fact that he will lose the right to a unilateral termination of the contract.

A consumer is allowed to make one purchase, i.e. one transaction of multiple tickets. As already stated, each of the purchased tickets from the transaction in question shall be considered a separate concluded contract at a distance in

accordance with which the terms of unilateral termination shall also apply to each individual ticket purchased.

[The form for unilateral contract termination of the contract can be downloaded from this link.](#)

The declaration of unilateral termination of the contract initiates a legal effect from the day it is delivered to the merchant.

The consumer will be notified by email that The Public Company for the Management of the Maritime Assets of Montenegro has received the declaration of unilateral termination of the contract.

If you have decided to cancel an already purchased ticket, you need to give inform the The Public Company for the Management of the Maritime Assets of Montenegro with a statement of unilateral termination to the email address: [jpmdcg@t-com.me](mailto:jpmdcg@t-com.me) or by directly handing it over to The Public Company for the Management of the Maritime Assets of Montenegro in order to receive the necessary instructions regarding the refund.

Refunds will be made to the account of the consumer who paid with a payment card from The Public Company for the Management of the Maritime Assets of Montenegro received the payment, after the merchant determines that the ticket has not been used. Funds will be refunded to the consumer no later than 14 (fourteen) days from the date of receipt of the statement of unilateral termination; the final timeline in which the funds will be returned to the consumer depends exclusively from the policy of the bank through which the transaction was made. In the case of the return of funds, The Public Company for the Management of the Maritime Assets of Montenegro refunds the entire amount of the paid service.

## CONTACT US

If you have a questions about buying a ticket online, contact us at:

- Email: [jpmdcg@t-com.me](mailto:jpmdcg@t-com.me)
- By phone at 033/452-709