



No. \_\_\_\_\_

Date, \_\_, \_\_, \_\_

## COOPERATION AGREEMENT

This agreement is settled between **Drini Hotels**, part of **Drini Travel shpk** (TOUR Operator) referred to as the Wholesaler, and

\_\_\_\_\_ Referred as **the Agency**.

**The Wholesaler: Drini Travel shpk**, with tax identification no. 812231520, represented by Mr. Sokol Berisha, as a legal representative and owner of the company.

**Ad:** Str. Bill Clinton Nr.139, Prishtine, Tel: +383 48 166 152

Email: [info@drinitravel.com](mailto:info@drinitravel.com)

web: [www.drinitravel.com](http://www.drinitravel.com)

E-mail: [info@drinihotels.com](mailto:info@drinihotels.com)

web: [www.drinihotels.com](http://www.drinihotels.com)

And

**The Agency** \_\_\_\_\_, Str. \_\_\_\_\_

Tel: \_\_\_\_\_, Mob: \_\_\_\_\_, with tax identification no. \_\_\_\_\_ represented by \_\_\_\_\_,

### Acknowledgements:

1. **“Drini Travel” shpk** will offer to the member agency the following services through system [www.drinihotels.com](http://www.drinihotels.com); hotels and transfers and [www.drinitravel.com](http://www.drinitravel.com), airplan tickets from prishtine to Europe and vice versa:  
*Hotel reservation, flight tickets, holiday packages all year long, charter vacations, sport events, rent a car service, Mice activities, FIT and group programs.*
2. These services are offered to the Kosovar, Albanian, Macedonia and Montenegro market through B2B program for member agencies, at the website page; [www.drinihotels.com](http://www.drinihotels.com)
3. Agencies aspiring to use these services must sign a cooperation agreement with Drini Travel and act in compliance to its terms and conditions. All prices it will be Neto.
4. The Agency in spite signed agreement must submit the following required documentation, to activate the agreement.
  - a) Signed and sealed Agreement,
  - b) Certification from the tax registration office (NIPT), and company's Logo.
  - c) Copy of the administrator's ID card,

- d) Office number, official address and a mobile contact number.
- 5. The Agency considered a business partner (member) will benefit *special prices*.
- 6. Agency is fully liable for its reservation, for the hotel chosen by its client, for the destination selected by its clients, and for any other occurrence related to wrong data inserted in the reservation.
- 7. Agency will keep the tour operator harmless from its client's claims for any error or inaccuracy made by the agency.

**The parties agree as below;**

### **AGREEMENT'S OBJECTIVE**

This agreement aims to offer all services mentioned in article 1, in full compliance with the preset terms and conditions, for the agencies which are registered as legal users of the webpage [www.drinihotels.com](http://www.drinihotels.com).

### **REGISTRATION PROCESS**

Member agencies can be registered: a) by making the online application at the web page, [www.drinihotels.com](http://www.drinihotels.com), or b) by sending a request for membership to [info@drinihotels.com](mailto:info@drinihotels.com).

Once the documentation submission process is over, a username and a password will be granted to the agency to ease its access in the web page and to benefit from special prices and special offers, accorded to members.

Agency's account shall be used only by authorized users and shall not be transferable to third parties. For security reasons, the tour operator, is entitled to change the agency's password. The agency shall notify Drini Travel for any change in its staff that has the right of access in the system's use.

### **PAYMENT METHODS**

The agency shall pay immediately in order to have its booking confirmed and generate booking documents (Voucher/e-ticket). The payment shall be made with one of the following methods, otherwise the booking will remain "unconfirmed".

All the available services shall be paid through:

- a) Credit/Debit Card
- b) Bank transfer
- c) Payment in advance or deposit. (Agency will deposit a minimum amount of 1000 EUR, at our bank account Drini Travel, which will be converted in credit limits that allow instant booking reservation.

Details about bank accounts:

**Procredit Bank**

**Name:** Drini Travel SH.P. K  
**Currency:** EUR  
**Account no:** 1110359544010145

**Raiffeisen Bank**

**Name:** Drini Travel SH.P. K  
**Currency:** EUR  
**Account no:** 1501200000899791

**TEB Bank**

**Name:** Drini Travel SH.P. K  
**Currency:** EUR  
**Account no:** 2014000253915238

***During reservation*** at the payment page the following options will be displayed to the agency, if the booking is not within the cancelation deadline.

First option offered is with **Credit or Debit Card**. Selecting this option the agency will pay instantly and can generate the booking documents. (Voucher/e-ticket)

**“On Hold” or “Cash on delivery”:** If the booking is not within the cancelation deadline these payment options will be also shown. If the agency selects each of these the reservation will be created but its status will remain as “new” until payment is received. Agency’s credit limits will not be changed by choosing these options. The agency shall pay the reservation fee at Drini Travel offices or can make a bank transfer. After the payment is received, the operator will allow the agency to generate booking documents and confirm it at supplier’s end.

Using **Credit limits**: if the agency choses this payment option, the reservation will be instantly confirmed and documented. The booking amount will be deducted from its deposit (advance payment).

## **BOOKING PROCEDURE**

Through the partner login page at [www.drinihotels.com](http://www.drinihotels.com), the agency can create bookings, confirm them on instant payment and generate the booking documents and reservations for transfers, rent a cars and in procedure train ticket and through system or platform [www.drinitravel.com](http://www.drinitravel.com) agency may reserve airplane tickets from Pristine to Europe and vice versa.

Agency is completely liable for its reservation. The agency shall be very careful in inserting the reservation data. The occupancy for each hotel room is determined during data insertion in reservation page. Exact number of persons, exact children’s or infant’s age must be inserted, because suppliers have different policies on children age. (Note: when making flight reservations you must enter the infant’s age at the time of flying)

Information regarding the accommodation properties is taken from their official websites, and any possible inaccuracy, photos included, is not under Drini Travel and Drini Hotels liability. Some hotels can change their official name, but this doesn’t mean change of hotel or booking modification.

Any supplement as extra bed, change of board bases, or any other request, will be paid according

to suppliers' rules.

Any extra night added to the booking after the confirmation will consist in extra charges.

#### - **Hotel Reservation**

The agency has the possibility to create booking documents for the hotel reservation after making the payment. The issued Voucher (which confirms room reservation), shows the booking reference number and must be shown at the hotel upon arrival. The voucher will also show the agency data, the name of the operator which has made the final reservation and its emergency number. The client will use **only** those services mentioned in the voucher. The suppliers can reject a reservation in case of wrong information or incomplete data.

#### - **Flight Reservation**

Agency is completely liable for its bookings. Any change in flight details after the flight confirmation must be known to Drini Travel immediately. It is under agency's responsibility to inform its clients for the needed travel documents (passport validity, visas etc.). The agency can consult the tour operator's help desk any time for any problem or uncertainty.

The tour operator cannot be held liable for not offering the agreed services in cases of force majeure.

The tour operator is under **no liability** for:

*Possible incidents that clients must have with baggage, loss of flight because of client fault, strikes, weather conditions or any possible occurrence during transit, or other similar situations that are beyond Drini Travel & Drini Hotels control.*

#### ***Cancellations and Refunds at Drini Hotels***

At the time of booking each product, we will also verify once again the cancellation policy and corresponding costs specified in the CANCELLATION POLICIES section in the system. Any cancellation requests from the agency should be sent via email to [info@drinihotels.com](mailto:info@drinihotels.com), and the reservation staff will inform you about the costs that may be refunded depending on the respective cancellation policies from the airlines, hotels, or operators we collaborate with. Cancellations and refunds will be handled in accordance with the conditions set at the time of booking.

If the client does not show or do not use the booked service, it has no right of refund.

#### ***Transfer of rights (for holiday packages)***

In general, the client has the right to transfer its booking to a third party. The agency is fully liable for informing its clients on the time limits for using this right. Any request for transfer shall be made known to the operator at least 15 days before the trip date. The Agency is liable to Drini Travel for the payment and any extra costs that might derive from the transfer. The cost of transfer might vary according to the conditions set by suppliers. In any case the Agency shall notify immediately the tour operator and it will inform properly if there are any penalties.

### ***Cancellations***

At the confirmation moment you will be notified about cancellation conditions, deadlines, name changes and the cancellation charge. Any request to cancel a specific booking will be handled according to these conditions. In cases of uncertainty about the cancellation rules or they are not written, the agency can always ask Drini Travel for further clarifications before proceeding with the reservation.

### ***Refund's Procedures***

Requests for refund will be considered in compliance with the cancellation policy set by Drini Travel and its suppliers.

Wherever the holiday packages are canceled by the tour operator (in cases of extreme situations or the preset passenger number for holiday packages is not reached), the Agency will be notified about the refund procedure at the cancellation note document. In such occurrences the Agency (or its clients) will be refund completely for the paid amount.

In other circumstances where a client cancels its booking and it is eligible for refund, it shall make a written request to Drini Travel, within 10 days from the cancellation notification. Enclosed the request shall be attached the supporting documentation, which will be discussed and replied back within 10 days upon receiving.

### ***Amendments***

Every member agency's request will be taken in consideration instantly. The solution provided will be in compliance with the terms agreed within this contract. Despite the above conditions the tour operator will try to find the best way out for every request.

Other possible amendments to reservation shall be made within the deadlines set by the suppliers. The changes might be subject to extra costs or fees.

## **CLAIMS**

Claims about the services shall be submitted to the Drini hotels with the email [info@drinihotels.com](mailto:info@drinihotels.com) within 10 days from service date and answered back within 20 business days upon receiving.

## **COMMENCEMENT**

This agreement is legally binding to both parties from the signing and submitting the mandatory documentation. The validity of the contract is set for a year and renovated automatically for the same period unless a written notice from either party, for ending the agreement.

## **DISPUTES**

Disagreements between parties regarding the obligations set in contract, if not mediated between them shall be determined according to the Kosovar legislation in Kosovo courts.

**Drini Travel & Drini Hotels**

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**AGENCY**

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