

## PAYMENT METHODS AND DATA PROTECTION

All travel programs (private and shared tours) that we have shown on our web platform <http://www.toursfrombelgrade.com> can be booked in a very quick and simple way - by filling out the reservation form on each web page of the program. All you need to do is to fill in the reservation form of the desired tour with the required information, our agents will respond as soon as possible and send payment instructions (credit card, bank transfer or cash). If you want a customized tour - travel program, please contact us via email [toursfrombelgrade@gmail.com](mailto:toursfrombelgrade@gmail.com).

If you have any problem during the process of booking the program, you can always contact our call center at the number **+381652066943**, which works on **weekdays from 9 a.m. to 6 p.m.**, or contact us at [toursfrombelgrade@gmail.com](mailto:toursfrombelgrade@gmail.com).

### Credit card

Payment for services (tours) on our web platform can be made in one of the following ways: payment cards - **VISA, AMEX, DINA, Maestro or MasterCard** that support payment via the Internet. Payment by card is realized in cooperation with AllSecure doo and Banca Intesa and is done in a safe and certified way through the AllSecure Paymet Gateway, by simply entering data from the payment card, and after sending the link for payment by Talas travel doo, which will be indicated as active time period.

After entering the card details and confirming the payment, the bank authorizes the transaction and thus the order is approved and enters the further process of preparation for delivery. The amount will be reserved on your card (account) and will not be available for any other purpose. After the transaction is completed, Talas travel issues a travel and payment confirmation, as well as other documentation essential for the trip itself (fiscal invoice, invoice, voucher, confirmation).

Check with the bank that issued the card whether your card supports payment via the Internet.

When entering payment card data, confidential information is transmitted via a public network in a protected (encrypted) form using the SSL protocol, using the most modern methods of tokenization of sensitive data, and in accordance with PCI-DSS standards. Payment card information is never available to the merchant.

### Card data protection

3D Secure protection for all merchants and customers - AllSecure Payment Gateway uses the highest global standards of data protection and privacy. All merchants using the AllSecure Payment Gateway are automatically included in the 3D-Secure protection, guaranteeing customers the security of their purchases. Customers' payment card numbers are not stored on the merchant's system, and the registration itself is protected by SSL data encryption.

PCI DSS Standards - AllSecure Payment Gateway constantly complies with all requirements of card organizations in order to increase the security level of merchants and customers. From 2005 to today, without interruption, the system has been certified as PCI-DSS Level 1, which represents the highest standard in the industry. PCI Data Security Standard (PCI-DSS) is a norm that defines the necessary security measures for processing, storing and transmitting sensitive card data. PCI Standards protect sensitive data about the cardholder during the entire payment process: from the moment of data entry at the merchant's point of sale, during communications between the merchant and relevant banks and card organizations, as well as later storage of that data.

## **Wire transfer**

You can also pay for the travel program by bank wire transfer, by going to your bank, and as an attachment you will receive a pro-invoice and travel program from a Talas travel representative to your email address. This type of transaction is sometimes more suitable for legal entities and involves a certain bank commission, which is borne by the buyer.

## **Cash payment**

You can also make the payment in cash, in Serbian dinars, at the Talas travel office or on the tour day.