



Basic rights Package travel - under Directive (EU) 2015/2302

1. Before concluding the package travel contract, the traveler will receive all essential information about the package travel.
2. The liability for the proper performance of all travel services included in the contract always rests with at least one trader.
3. The traveler receives an emergency telephone number or details of a contact point through which he can contact the organizer or the travel agent.
4. The traveler may transfer the package holiday to another person, subject to a reasonable term and possibly against payment of additional costs.
5. The price of the package can only be increased if specific costs increase (e.g. fuel prices), if explicitly stated in the contract, and in any case no later than 20 days before the start of the package. If the price increase is higher than 8% of the price of the package, the traveler can terminate the agreement. If the organizer reserves the right to a price increase, the traveler is entitled to a price reduction if the relevant costs would decrease.
6. In case one of the essential elements of the package, with the exception of the price, is changed significantly, the traveler can cancel the contract without paying any termination fee and will receive a full refund. If the trader responsible for the package cancels the package before the start of the package, the traveler is entitled to a refund and, if appropriate, to compensation.
7. The traveler can cancel the contract in exceptional circumstances without paying any Termination compensation before the start of the package, for example when there are serious security problems at the destination that are likely to affect the package.
8. In addition, the traveler can cancel the contract at any time before the start of the package terminate against payment of an appropriate and justified termination fee.
9. If, after the start of the package, significant elements of the package are not as agreed upon, a suitable alternative arrangement must be offered to the traveler at no additional cost. If the services are not performed in accordance with the contract and this has significant consequences for the performance of the package and the organizer has not remedied this problem, the traveler can terminate the package travel contract without paying a termination fee.
10. In the event of travel services that have not been performed or have not been properly performed, the traveler is also entitled to a price reduction and / or compensation.
11. The organizer is obliged to provide assistance to travelers who are in difficulty.
12. If the organizer or, where applicable, the retailer becomes insolvent after the start of the package and the transport is included in the package, repatriation of the traveler will be arranged. We have arranged for insolvency protection with the organization listed in the booking confirmation. When services cannot be provided due to our insolvency, travelers can contact this organization.

Thus Directive (EU) 2015/2302, as transposed into national law.

