

## **Form for informing the traveller of a package holiday according to § 651a of the Civil Code**

The combination of travel services offered to you is a package tour within the meaning of Directive (EU) 2015/2302.

You can therefore take advantage of all the EU rights that apply to package travel. EifelAdventures bears full responsibility for the proper execution of the entire package.

In addition, EifelAdventures has the legally prescribed security for the repayment of your payments and, if the transport is included in the package, for securing your return transport in the event of its insolvency.

### **Principal rights under Directive (EU) 2015/2302**

- Travellers shall receive all relevant information on the package before the conclusion of the package travel contract.
- At least one contractor is always liable for the proper provision of all travel services included in the contract.
- Travellers shall be given an emergency telephone number or contact details of a contact point through which they can contact the tour operator or travel agent.
- Travellers may transfer the package to another person within a reasonable time and possibly at additional cost.
- The price of the package may only be increased if certain costs (e.g. fuel prices) increase and if this is expressly provided for in the contract, and in any event no later than 20 days before the start of the package. If the price increase exceeds 8% of the package price, the traveller may withdraw from the contract. If a tour operator reserves the right to a price increase, the traveller has the right to a price reduction if the corresponding costs are reduced.
- Travellers may withdraw from the contract without payment of a cancellation fee and shall be reimbursed in full all payments if any of the essential elements of the package other than the price is substantially altered. If the operator responsible for the package cancels the package before its commencement, travellers shall be entitled to reimbursement and, in certain circumstances, compensation.
- In exceptional circumstances, travellers may withdraw from the contract without paying a cancellation fee before the start of the package, for example if there are serious security problems at the destination which are likely to affect the package.
- In addition, travellers may withdraw from the contract at any time before the start of the package tour against payment of a reasonable and justifiable cancellation fee.
- If, after the package tour has commenced, essential elements of the package tour cannot be carried out as agreed, the traveller shall be offered appropriate other precautions at no additional cost. The traveller can withdraw from the contract without paying a cancellation fee (in the Federal Republic of Germany this right is called "termination") if services are not provided in accordance with the contract and this has considerable effects on the provision of the contractual package tour services and the tour operator fails to remedy the situation.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not provided or not provided properly.
- The tour operator will assist the traveller if he is in difficulty.
- In the event of the insolvency of the tour operator or, in some Member States, of the travel agent, payments will be refunded. If the insolvency of the tour operator or, where applicable, of the travel agent occurs after the package has begun and the carriage is an integral part of the package, the return of the passengers shall be guaranteed. EifelAdventures has concluded insolvency insurance with R+V Allgemeine Versicherung AG. Travellers can contact this institution or the competent authority (R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65489 Wiesbaden, [ruv@ruv.de](mailto:ruv@ruv.de), 06115335859) if they are refused benefits due to the insolvency of EifelAdventures

Website on which the Directive (EU) 2015/2302 can be found in the form transposed into national law: [www.umsetzung-richtlinie-eu2015-2302.de](http://www.umsetzung-richtlinie-eu2015-2302.de)