



## INFORMATION SHEET TO INSTRUCT TRAVELLERS ON THE OCCASION OF A PACKAGE TOUR ACCORDING TO §651a OF THE CIVIL STATUE BOOK

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

For this reason you are allowed to take advantage of all EU rights which are valid for package tours. The company **ALBATROSS REISEN GMBH** takes over full responsibility for the proper execution of the complete package tour.

Furthermore, the company **ALBATROSS REISEN GMBH** disposes of the legally specified indemnity for the return of your payments and, in case transport is included in the package tour, the company is also responsible for the transportation back to home in case of insolvency.

### Most important rights according to Directive (EU) 2015/2302

- The travellers will receive all essential information and documentations regarding the package tour before the contract is made.
- At least one contractor is liable for the proper execution of all services which are included in the contract.
- The travellers will receive an emergency telephone number or information about another contact via which you may inform and get into contact with the tour operator or travel agency.
- The travellers may transfer the package tour onto a third person within an adequate time and with extra cost according to the circumstances.
- The price of the package tour may only be increased if certain costs (i.e. price for gas) are increased and if this is indicated especially in the contract. In any case this may be done until latest 20 days before the travel. If the price increase is more than 8% of the package tour the traveller is allowed to withdraw from the contract. If a tour operator reserves the right of increasing the price the traveller has the right to have the price reduced in case the corresponding costs are reduced as well.
- The travellers may withdraw from the contract without having to pay a withdrawal fee and receive back the full payment in case essential parts of the travel are changed without the exception of the tour price. If the responsible operator cancels the package tour the travellers have the right of reimbursement and under certain circumstances also of compensation.
- The travellers may withdraw from the tour before the tour has started when extraordinary circumstances are occurred, i.e. if there are serious security problems at the destination which might interfere with the package tour.
- Furthermore, the travellers may withdraw from the contract at any time before the package tour has started by paying an adequate withdrawal fee.
- In case essential parts of the package tour cannot be carried out according to the contract after the tour has started the traveller is offered adequate other services without any further cost. The traveller may withdraw from the contract without paying an withdrawal fee (in the Federal Republic of Germany this right is called „cancellation“ –Kündigung) in case services are not carried out according to the contract and which affects extremely the services of the package tour and if the tour operator has neglected to care for rectification.
- The traveller has the right to ask for reduction of price and /or compensation if the service is not carried out properly and according to the contract.
- The tour operator assists the traveller in case of difficulties.
- In case of insolvency of the tour operator or –in some member states – or of tour coordinator effected payments are reimbursed. In case of insolvency of the tour operator or the tour coordinator after the package tour has started and in case the transport is part of the contract the traveller's transport back home is guaranteed. **ALBATROSSREISEN GMBH** has an insurance for insolvency with **tourVERS, Touristik-Versicherungs-Ser-vice GmbH**, Borsteler Chaussee 51, 22453 Hamburg being statements agent of HanseMerkur Reiseversicherung AG. The travellers may contact HanseMerkur Reiseversicherung AG, Siegfried-Wedells-Platz 1, 20354 Hamburg, Tel. +49 (0)40/53799360 or email: [insolvenz@hansemerkur.de](mailto:insolvenz@hansemerkur.de) in case services not being attended due to insolvency of **ALBATROSS REISEN GMBH**.

Website on which the Directive (EU) 2015/2302 of the modified national legal right can be found:  
<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L2302>