

# Traveller Information Form Concerning Package Travel

## in Terms of Directive (EU) no. 2015/2302

The combination of travel services offered to you represents a 'package' in terms of Directive (EU) no. 2015/2302 which is why you may exercise any EU rights applicable to packages.

Travelydays Nederland BV is fully responsible for proper performance of the entire package travel. In addition, Travelydays Nederland BV purchased legally required insurance guaranteeing both the refund of your payments and, if the package includes transport services, the return transport in the event of insolvency.

### Important Rights under Directive (EU) 2015/2302

- Prior to package travel contract conclusion, travellers are provided with important information on the package;
- At least one entrepreneur is liable for properly performing the contractual travel services;
- Travellers are provided with an emergency telephone number or contact centre information via which they can contact the tour operator or the travel agency;
- Within a reasonable period and, maybe subject to additional charges, travellers may transfer packages to other persons;
- Package prices may be increased only if certain costs (such as fuel costs) rise and if the contract expressly provides for this, but not later than 20 days prior to departure. Should package prices increase by more than 8%, travellers may withdraw from the contract. Should tour operators reserve the right to price increases, travellers have a right to price reductions if the relevant costs decrease;
- Travellers may withdraw from the contract without paying additional charges and receive a full refund of their payments if any essential package components, exclusive of the price, are subject to significant changes;
- If the tour operator in charge of the package cancels the travel prior to departure, travellers have a claim for cost refunds and, depending on the case, for compensation;
- Should special circumstances occur prior to departure, such as significant security issues at the destination interfering with the tour, travellers may withdraw from the contract without paying withdrawal charges;
- Travellers may withdraw from the contract at any time prior to departure against the payment of a reasonable withdrawal fee;
- If the tour operator is unable to perform significant package components in compliance with the contract after the departure, travellers must be offered other reasonable measures without them incurring additional costs. Travellers may withdraw from the contract without paying withdrawal charges (this right is called *cancellation* in the EU) if services were not rendered in compliance with the contract, if this has significant effects on the provision of contractual package travel services and if the tour operator fails to rectify this defect;
- Travellers have a claim for price reduction/compensation if the tour operator renders travel services not at all or not in a compliant manner;
- The tour operator shall assist travellers who face difficulties;
- If the tour operator or – in certain EU Member States – the travel agency becomes insolvent, payments will be refunded. Should their insolvency occur after the departure and should transport services be included in the package, travellers' return transport is guaranteed;
- Travelydays Nederland BV purchased insolvency insurance with GGTO. Travellers may contact  
Stichting Garantiefonds GGTO, Johan van Hasseltweg 112, 1022 WZ Amsterdam, The Netherlands  
Tel: +31 (0)20-7371057 E-Mail: [info@stichting-ggto.nl](mailto:info@stichting-ggto.nl) Web: [www.stichting-ggto.nl](http://www.stichting-ggto.nl)  
if they are refused services due to Travelydays Nederland BV being insolvent.