

STANDARD INFORMATION FORM FOR PACKAGE TRAVEL CONTRACTS

The combination of travel services offered to you constitutes a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights applying to packages. INNTOUR sport & touristic services is fully responsible for the proper performance of the package as a whole. Furthermore, INNTOUR sport & touristic services holds the legally required protection to refund your payments and, where transport is included in the package, to ensure your repatriation in the event of its insolvency.

Key rights under Directive (EU) 2015/2302

- Travelers will receive all essential information about the package before concluding the package travel contract.
 - At least one trader is always liable for the proper performance of all the travel services included in the contract.
 - Travelers are given an emergency telephone number or details of a contact point where they can get in touch with the tour operator or the travel agency.
 - Travelers may transfer the package to another person – within a reasonable period and possibly subject to additional costs.
 - The price of the package may only be increased if specific costs rise (for example, fuel prices) 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 traveler may terminate the contract. If a tour operator reserves the right to a price increase, the traveler has the right to a price reduction if the relevant costs decrease.
 - Travelers may terminate the contract without paying a termination fee and receive a full refund of any payments made if any of the essential elements of the package, other than the price, are significantly altered. If the trader responsible for the package cancels the package before it begins, travelers are entitled to a refund and, where appropriate, compensation.
 - Travelers may terminate the contract without paying a termination fee before the start of the package in the event of unavoidable and extraordinary circumstances, for example if there are serious security problems at the destination which are likely to affect the package. – Furthermore, travelers may withdraw from the contract at any time before the start of the package travel upon payment of a reasonable and justifiable cancellation fee.
 - If, after the start of the package travel, significant elements of the package cannot be provided as agreed, suitable alternative arrangements must be offered to the traveler at no extra cost. The traveler may withdraw from the contract without paying a cancellation fee (in the Federal Republic of Germany, this right is referred to as "termination") if services are not provided in accordance with the contract, this has a significant impact on the performance of the contractual package travel services, and the tour operator fails to provide a remedy.
 - The traveler is entitled to a price reduction and/or compensation for damages if the travel services are not provided or are not provided properly.
 - The tour operator provides assistance to the traveler if the traveler is in difficulty.
 - In the event of the insolvency of the tour operator or—in some Member States—the travel retailer, payments will be refunded. If the insolvency of the tour operator or, where applicable, the travel retailer occurs after the start of the package travel and transport is included in the package, the repatriation of travelers is guaranteed. INNTOUR sport & touristic services is registered in the directory of tour operators maintained by the Federal Ministry for Economic Affairs under number 2008/0037. In accordance with the Package Travel Ordinance (PRV), customer funds for package travel organized by INNTOUR active holidays (MMag. Michael Bär) are secured against insolvency by a bank guarantee (guarantee number 1.393.112) issued by Tiroler Sparkasse Bankaktiengesellschaft Innsbruck. This applies to:
 - a) payments already made, insofar as the travel service was not provided—either wholly or in part—due to the insolvency of the tour operator, and
 - b) necessary expenses for the return journey incurred as a result of the tour operator's insolvency. Liability towards the customer is limited to the travel price paid by them and, in the event of a claim, is capped at the total insured sum. Should the insured sum prove insufficient to satisfy all claims, customer claims will be settled on a pro-rata basis. Furthermore, INNTOUR sport & touristic services does not participate in any insurance pool pursuant to Section 8 of the RSV (Travel Agency Security Ordinance).
- Claims handler pursuant to Section 3 Para. 1 Item 3 RSV: All claims must be submitted—with proof—to Europäische Reiseversicherung AG (Kratowchjle Straße 4, 1220 Vienna; Tel.: 01–3172500–73930; E-mail:

schaden@europaeische.at) within 8 weeks of the occurrence of insolvency; failure to do so will result in the loss of the claim. Travelers may contact this entity if services are denied to them due to the insolvency of INNTOUR sport & touristic services.

Website where Directive (EU) 2015/2302, as transposed into national law, can be found:

www.justiz.gv.at/pauschalreisegesetz