

Form for informing the traveler in the case of a package tour in accordance with Section 651 a BGB

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

You can therefore make use of all EU rights that apply to package tours. Ebel Touristik GmbH bears full responsibility for the proper execution of the entire package tour.

In addition, the company, Ebel Touristik GmbH, has the legally required security for the repayment of your payments and, if transportation is included in the package tour, to ensure your return transportation in the event of its insolvency.

Main rights under Directive (EU) 2015/2302

- Travelers receive all essential information about the package tour before concluding the package travel contract. - At least one operator is always liable for the proper provision of all 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 travel agency.
- Travelers may transfer the package tour to another person within a reasonable period of time and possibly at additional cost.
- The price of the package tour 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 case no later than 20 days before the start of the package tour. If the price increase exceeds 8% of the package tour price, the traveler may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveler has the right to a price reduction if the corresponding costs are reduced.
- Travelers can withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if one of the essential elements of the package tour, with the exception of the price, is significantly changed. If the trader responsible for the package tour cancels the package tour before the start of the package tour, the travelers are entitled to a refund and, under certain circumstances, to compensation.
- Travelers may withdraw from the contract without paying a cancellation fee if exceptional circumstances arise before the start of the package tour, for example if there are serious security problems at the destination that are likely to affect the package tour.
- In addition, travelers 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 start of the package tour, essential elements of the package tour cannot be carried out as agreed, the traveler shall be offered reasonable alternative arrangements at no additional cost. The traveler may 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 a significant impact on the provision of the contractual package tour services and the tour operator fails to remedy the situation.

- The traveler is entitled to a price reduction and/or compensation if the travel services are not provided or not provided properly
- The tour operator shall assist the traveler if he/she is in difficulty
- Travelers may transfer the package tour to another person who is a member of the same customer group within a reasonable period of time and possibly at additional cost.
- In the event of 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, if applicable, the travel agent occurs after the start of the package tour and the transportation is part of the package tour, the return transportation of the passengers is guaranteed. The company, Ebel Touristik GmbH, has taken out insolvency insurance with Deutscher Reisesicherungsfonds GmbH. Travelers can contact this institution or, if necessary, the competent authority if they are denied services due to the insolvency of Ebel Touristik GmbH.

Website where Directive (EU) 2015/2302 as transposed into national law can be found: www.umsetzung-richtlinie-eu2015-2302.de.)

Status: April 2024