

INFORMATION SHEET FOR THE TRAVELLER EMBARKING ON A PACKAGE TRIP AS DEFINED UNDER SECTION 651 A OF THE GERMAN CIVIL CODE (BGB)

The combination of travel services offered to you constitutes a package trip as defined by Directive (EU) 2015 / 2302.

You are therefore entitled to exercise all EU rights applicable to package trips. The company Inter-Connect GmbH, Arnulfstr. 31, 80636 Munich, Germany, bears the full responsibility for conducting the entire package trip in a proper manner.

In addition, the company Inter-Connect GmbH, Arnulfstr. 31, 80636 Munich, Germany, has the legally required insurance coverage to be able to refund your payments and, if transportation is included in the package trip, for ensuring your return transport in the event that it becomes insolvent.

The most important rights pursuant to Directive (EU) 2015 / 2302

- The travellers shall receive all the important information on the package trip before concluding the package trip contract.
- At least one travel operator shall always be liable for the due performance of all the travel services included in the contract.
- The travellers shall receive an emergency telephone number or details of a contact point via which they can contact the travel operator or the travel agency.
- The travellers may – within a reasonable time and, under certain circumstances, on payment of a surcharge – transfer the package trip to another person.
- The price of the package trip may only be raised if specific costs (e.g. fuel prices) have increased and if such a price increase is explicitly provided for in the contract, and at all events not later than 20 days prior to the start of the package trip. If the price increase exceeds 8 % of the package trip price, the traveller may withdraw from the contract. Should a travel operator reserve the right to raise the price, the traveller shall be entitled to a lowering of the price if the relevant costs decrease.
- The travellers may withdraw from the contract without paying a cancellation fee and shall receive a full refund of all payments if one of the essential components of the package trip, with the exception of the price, is significantly changed. Should the travel operator responsible for organising the package trip cancel the package trip prior to the start of the package trip, the travellers shall be entitled to the reimbursement of their costs and, under certain circumstances, to compensation.
- Should exceptional circumstances arise prior to the start of the package trip – for example, if serious safety problems exist at their point of destination which will have a foreseeably detrimental effect on the package trip, the travellers may withdraw from the contract without paying a cancellation fee.
- In addition, the travellers may withdraw from the contract at any time prior to the start of the package trip, on payment of an appropriate and justifiable cancellation fee.
- Should it be impossible to carry out essential, contractually agreed components of the package trip after the start of the package trip, the traveller shall be offered other, appropriate arrangements at no additional cost. The traveller may withdraw from the contract without paying a cancellation fee (the "right of cancellation", or "*Kündigungsrecht*" in the Federal Republic of Germany) if services are not performed in accordance with the contract and if this has significant effects on the performance of the contractually agreed package trip services, and the travel operator fails to remedy the situation.
- If the travel services are not performed, or not performed in a due and proper manner, the traveller shall be entitled to a price reduction and/or compensation.
- Should the traveller find themselves in difficulties, the travel operator shall provide assistance to them.
- Should the travel operator become insolvent or – in some member states – the travel agent become insolvent, the traveller's payments shall be refunded. If the travel operator's insolvency or, if relevant, the travel agent's insolvency occurs after the start of the package trip, and if transportation is included in the package trip, return transport shall be provided for the travellers. The company Inter-Connect GmbH, Arnulfstr. 31, 80636 Munich, Germany, has insolvency coverage through its insurance policy with the HanseMerkur Reiseversicherung AG travel insurance company. Should they be refused any services due to insolvency on the part of Inter-Connect GmbH, Arnulfstr. 31, 80636 Munich, Germany, travellers should contact this insurance company (HanseMerkur Versicherungsgruppe, Siegfried-Wedells-Platz 1, 20354 Hamburg, Germany, tel. +49 (0) 40 / 53 799 360, insolvenz@hansemerkur.de) or, if necessary, the responsible authority.

Web page on which the Package Travel Directive (EU) 2015/2302 can be found in the form implemented under German national law: www.umsetzung-richtlinie-eu2015-2302.de