

**Form to inform
the traveler regarding package travel
pursuant to
Section 651a BGB [German Civil Code]**

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

You may therefore take advantage of all EU rights that apply to package travel. Congress Hotel am Stadtpark GmbH & Co. KG assumes full responsibility for the correct execution of the entire package travel.

In addition, Congress Hotel am Stadtpark GmbH & Co. KG has the legally required protection for the repayment of your payments and, if transport is included in the package travel, for ensuring your return transport in the event of its insolvency.

Main rights according to Directive (EU) 2015/2302

- Travelers shall receive all relevant information regarding the package travel prior to entering into the package travel contract.
- At least one contractor is always liable for the proper provision of all travel services included in the contract.
- Travelers shall receive an emergency phone number or contact details of an information center through which they can contact the tour operator, report deficiencies and complaints and resolve them: Congress Hotel am Stadtpark GmbH & Co. KG, Clausewitzstraße 6, 30175 Hannover, 24h phone number +49 511 28 05 0
- Travelers may transfer the package travel to another person within a reasonable period and possibly at additional costs.
- The price of the package travel 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 event no later than 20 days before the start of the package travel. If the price increase exceeds 8% of the package price, the traveler may withdraw from the contract. If a tour operator reserves the right to a price increase, the traveler has the right to a price reduction if the corresponding costs decrease.
- Travelers may withdraw from the contract without payment of a cancellation fee and shall receive full reimbursement of all payments if any of the essential elements of the package travel other than the price is substantially altered. If the operator responsible for the package travel cancels the package travel prior to the start of such travel, travelers shall be entitled to reimbursement and, under certain circumstances, compensation.
- In exceptional circumstances, travelers may withdraw from the contract without paying a cancellation fee before the start of the package travel, for example if there are serious security problems at the destination which are likely to affect the package travel.
- In addition, travelers may withdraw from the contract at any time before the start of the package travel against payment of a reasonable and justifiable cancellation fee.
- If after the start of the package travel essential elements of the package travel cannot be carried out as agreed, the traveler shall be offered other appropriate arrangements at no additional costs. The traveler can 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 if such has considerable effects on the provision of the contractual package travel services and if 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 will assist the traveler if he encounters difficulties.
- In the event of the 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 relevant, of the travel agent occurs after the start of the package travel and if transport is part of the package travel, the return transport of the travelers shall be guaranteed. Congress Hotel am Stadtpark GmbH & Co. KG has taken out insurance with R + V Allgemeine Versicherung AG. Travelers may contact this establishment or, if applicable, the responsible authority (R + V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden, +49 611 53 30, ruv@ruv.de) if they are denied services due to the insolvency of Congress Hotel am Stadtpark GmbH & Co. KG.

www.umsetzung-richtlinie-eu2015-2302.de