

Standard form for providing the traveller with information on package travel in accordance with § 651a of the BGB (German Civil Code).

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

You may therefore claim all EU rights that apply to package travel. The tour operator **Poppe Reisen GmbH & Co. KG** bears full responsibility for the proper execution of the entire package travel. Additionally, as required by law, **Poppe Reisen GmbH & Co. KG** has safeguards in place to refund your payments and, where transport is included in the package travel, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302

- Travellers shall receive all relevant information on the package before the conclusion of the package travel contract.
- At least one contractor is always liable for the proper provision of all travel services included in the contract.
- Travellers shall be given an emergency telephone number or contact details of a contact point through which they can contact the tour operator or travel agent.
- Travellers may transfer the package to another person within a reasonable time and possibly at additional cost.
- The price of the package 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. If the price increase exceeds 8% of the package price, the traveller may withdraw from the contract. If a tour operator reserves the right to a price increase, the traveller has the right to a price reduction if the corresponding costs are reduced.
- Travellers may withdraw from the contract without payment of a cancellation fee and shall be reimbursed in full all payments if any of the essential elements of the package other than the price is substantially altered. If the operator responsible for the package cancels the package before its commencement, travellers shall be entitled to reimbursement and, in certain circumstances, compensation.
- In exceptional circumstances, travellers may withdraw from the contract without paying a cancellation fee before the start of the package, for example if there are serious security problems at the destination which are likely to affect the package.
- In addition, travellers 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 package tour has commenced, essential elements of the package tour cannot be carried out as agreed, the traveller shall be offered appropriate other precautions at no additional cost. The traveller 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 this has considerable effects on the provision of the contractual package tour services and the tour operator fails to remedy the situation.
- The traveller 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 traveller if he is in difficulty.
- In the event of the insolvency of the tour operator or, in some Member States, of the travel agent, payments are refunded. If the insolvency of the tour operator or, if relevant, of the travel agent occurs after the package tour has commenced and the carriage is part of the package tour, the return carriage of the passengers shall be guaranteed. **Poppe Reisen GmbH & Co. KG** has concluded insolvency insurance with **R+V**. Travelers can contact this institution **R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden, Tel.: +49 611 533-5859** if they are denied benefits due to the insolvency of **Poppe Reisen GmbH & Co. KG**. Website containing the Directive (EU) 2015/2302 as transposed into national law: www.umsetzung-richtlinie-eu2015-2302.de.