

Part A**Standard information sheet for package travel contracts for cases where a hyperlink may be provided**

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

Therefore, you can make use of all EU rights that apply to package tours. Panoramagasthof Kristberg GmbH & Co KG bears full responsibility for the proper performance of the entire package tour.

In addition, Panoramagasthof Kristberg GmbH & Co KG has the legally required security for the repayment of your payments and, if the transport is included in the package tour, to secure your return transport in the event of his/her insolvency.

Further information on your most important rights under Directive (EU) 2015/2302 is available at:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L2302>

By clicking on the hyperlink, the traveller will receive the following information:

Main rights under Directive (EU) 2015/2302.

- Travellers 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 travel services included in the contract.
- Travellers will be given an **emergency telephone number (+43 5556 72290)** or details of a contact point (see address field at the end) through which they can contact the tour operator.
- 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 (for example 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. 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 decrease.
- Travellers may withdraw from the contract without paying a withdrawal fee and receive a full refund of all payments if any of the essential elements of the package, other than the price, are substantially altered. If the trader responsible for the package cancels the package before it begins, travellers are entitled to a refund and, in certain circumstances, compensation.
- Travellers may cancel the contract without paying a cancellation fee if exceptional circumstances arise 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 on payment of a reasonable and justifiable withdrawal fee.
- If, after the start of the package, essential elements of the package cannot be performed as agreed, reasonable alternative arrangements shall be offered to the traveller at no extra cost. The traveller may withdraw from the contract without paying a withdrawal fee if services are not provided by 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 traveller 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 traveller if the traveller is in difficulty. The **emergency telephone number is +43 5556 72290** and the **contact point (see address field at the end)**.
- In the event of insolvency of the tour operator or - in some Member States - the travel agent, payments will be refunded. If the insolvency of the tour operator or, where relevant, the travel agent occurs after the start of the package and the transport is part of the package, the repatriation of the travellers is guaranteed. Panoramagasthof Kristberg GmbH & Co KG has taken out insolvency insurance with TVA-Tourismusversicherungs- agentur GmbH. Travellers can contact TVA-Tourismusversicherungs-agentur GmbH, Ferstlgasse 6, 1090 Vienna, Tel: +43 1 361 90 77 0, @-mail: office@tourismusversicherung.at and web: <https://www.tourismusversicherung.at> if they are denied benefits due to the insolvency of Panoramagasthof Kristberg GmbH & Co KG.

Directive (EU) 2015/2302 as transposed into national law.