

Form for informing the traveller in the case of a package tour in Civil accordance with § 651a of the German Code

The combination of travel services offered to you is a package holiday within the meaning of Directive (EU) 2015/2302. You can therefore make use of all EU rights that apply to package holidays.

The company

NationalparkTours UG (haftungsbeschränkt)

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17219 Möllenhagen

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Fax: +49 (3991) 670085

E-mail: info@nationalparktours.de

bears full responsibility for the proper realisation of the entire package tour. In addition, NationalparkTours has the legally required security for the repayment of your payments and, if transport is included in the package holiday, to ensure your return transport in the event of your insolvency.

Main rights under Directive (EU) 2015/2302:

Travellers receive all essential information about the package before the package travel contract is concluded.

At least one trader is always liable for the proper provision of all travel services included in the contract.

Travellers are given an emergency telephone number or details of a contact point through which they can get in touch with the tour operator or travel agent.

The traveller may transfer the package holiday to another person within a reasonable period of time and possibly at additional cost.

The price of the package holiday 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 up to 20 days before the start of the package holiday.

If the price increase exceeds 8% of the package tour price, the traveller may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveller has the right to a price reduction if the corresponding costs are reduced.

Travellers may 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, travellers are entitled to a refund and, under certain circumstances, compensation.

Travellers 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, 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 start of the package tour, essential elements of the package tour cannot be carried out as agreed, the traveller must be offered reasonable alternative arrangements at no extra cost. The traveller may cancel the contract without paying a cancellation fee 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 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 latter is in difficulties.

In the event of the tour operator's insolvency, payments will be refunded. If the insolvency of the tour operator occurs after the start of the package tour and the transport is part of the package tour, the return transport of the travellers is guaranteed.

NationalparkTours has taken out insolvency insurance with:

R+V Allgemeine Versicherung AG

Raiffeisenplatz 1

65189 Wiesbaden

Phone: +49 (0) 611 533-0

Fax: +49 (0) 611 533-4500

E-mail: ruv@ruv.de

completed.

Travellers can contact this organisation if they are denied services due to the insolvency of NationalparkTours UG (haftungsbeschränkt).

The website where Directive (EU) 2015/2302 as transposed into national law can be found:

www.umsetzung-richtlinie-eu2015-2302.de .