

Standard form

providing the traveller with information on package travel
according to Section 651a of the German Civil Code (BGB)

Your chosen combination of travel services is a package holiday in accordance with the EU's Package Travel Directive 2015/2302.

Therefore, you can take advantage of all EU rights applicable for package travel. Akademiehotel Dresden is responsible for the proper conduct of the whole package holiday.

Your most important rights according to the EU's Package Travel Directive 2015/2302:

- Travellers get all necessary information about the package holiday before signing their contract.
- At least one tour operator is liable for the proper execution of all contracted travel services.
- Travellers receive an emergency telephone number or details of a point of contact to get in touch with the organiser or travel agency.
- Travellers are allowed to transfer their package tour onto another person. This is requested within a particular timeframe and may be subject to additional costs.
- The price of the holiday package can only be increased when other costs (such as fuel prices) have risen and when this is mentioned in the contract, in any case no later than 20 days before departure. If the price increase equals 8% or more of the total cost of your holiday package, the traveller can cancel the booking. If the tour operator reserves his right for a price increase, the traveller will be entitled to a price reduction once relevant costs drop.
- Travellers may withdraw from the contract without paying termination fees and will receive a full refund of all payments if one essential component, other than the price, of the holiday package is changed. If the organiser of the package tour cancels the package beforehand, travellers are entitled to a refund and, where appropriate, to compensation.
- Prior to the start of the package travel, travellers may withdraw from the contract without paying any cancellation fee in the event of extraordinary circumstances, such as if there are any serious security issues at the destination that are likely to affect the package travel.
- In Addition, the traveller may terminate the contract at any time before departure but will have to pay a 'reasonable and justifiable' termination fee.
- If after departure the organiser is unable to procure a significant proportion of the services contracted for, he must make suitable alternative arrangements, at no extra cost to the traveller. The traveller may terminate the contract without paying any cancellation fee (in the Federal Republic of Germany this right is called "Termination") if the services are not performed according to the contract and had a considerable impact on the whole contractual package-travel services and the organiser fails to provide equivalent alternatives.
- The traveller is entitled to a price reduction and/or compensation where the travel services are not at all performed or are improperly performed.
- The organiser is obliged to help the traveller and provide assistance without undue delay..

Website with information to the EU's Package Travel Directive 2015/2302 as transposed into national law:: www.umsetzung-richtlinie-eu2015-2302.de