

Form to inform package holiday travellers

in accordance with section 651a of the German Civil Code (BGB Bürgerliches Gesetzbuch)

The most important rights in accordance with Directive (EU) 2015/2302

- Travellers will receive all essential information about the package holiday before concluding the package holiday contract.
- At least one contractor is always liable for the proper provision of all travel services included in the contract.
- The travellers are given an emergency telephone number or details for a point of contact, which they can use to contact the tour operator or the travel agent.
- Travellers can 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 (for example fuel prices) rise and if this is expressly provided for in the contract, and in any case by no later than 20 days before the commencement of the package holiday. If the price increase exceeds 8% of the package price, the traveller can 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 respective costs decrease.
- Travellers can withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if one of the main components of the package holiday, with the exception of the price, is changed significantly. If the operator responsible for the package holiday cancels the package holiday before the commencement of the package holiday, travellers are entitled to reimbursement of the costs and under certain circumstances to compensation.
- Travellers can withdraw from the contract in the event of exceptional circumstances prior to commencement of the package holiday without paying a cancellation fee if, for example, serious safety issues exist at the destination that shall foreseeably affect the package holiday.
- In addition, travellers can withdraw from the contract at any time before the commencement of the package holiday against payment of a fair and reasonable cancellation fee.
- Travellers shall be offered appropriate other arrangements without additional costs if essential components of the package holiday cannot be performed as agreed upon the commencements of the package holiday. The traveller may withdraw from the contract without payment of a cancellation (this right is called "termination" in the Federal Republic of Germany) if services are not provided in accordance with the contract and if this has significant impact on the provision of contractual package travel services and the tour operator fails to remedy the situation.
- The traveller is entitled to a price reduction and/or damages if the travel services are not or not properly provided.
- The tour operator shall provide the traveller with assistance if they encounter problems.
In the event of the insolvency of the tour operator or - in some member states - of the travel agent, payments will be reimbursed.
- The return travel of travellers is guaranteed if the insolvency of the tour operator or, where applicable, the travel agent occurs after the commencement of the package holiday and transportation is part of the package holiday. SeyVillas GmbH has concluded bankruptcy protection with Zurich Insurance plc Niederlassung für Deutschland. Travellers can contact Zurich Insurance plc Niederlassung für Deutschland, (Zurich Insurance plc Niederlassung für Deutschland, Credit Lines, Platz der Einheit 2, 60327 Frankfurt, Deutschland, phone: 069/7115-0, email: info@zurich.epost.de) if they are denied services due to the bankruptcy of SeyVillas GmbH.

Website where the complete edition of the German Civil Code can be found: www.gesetze-im-internet.de/bgb