

Form sheet for information of the traveler on a package tour
according to § 651a of the German Civil Code

The combination of travel services offered to you is a package tour within the meaning of directive (EU) 2015/2302. Therefore, you may claim all EU rights that apply to package tours. The company **Heidelberg Marketing GmbH, Neuenheimer Landstraße 5, D-69120 Heidelberg** bears full responsibility for proper execution of the entire package tour. The company **Heidelberg Marketing GmbH** also has the legally required security for repayment of your claims and, if transport is included in the package tour, to ensure your return transport in case of its insolvency.

[The most important rights according to directive \(EU\) 2015/2302](#)

The most important rights according to directive (EU) 2015/2302

- Travelers receive all essential information concerning the package tour before the conclusion of the package tour contract.
 - At least one entrepreneur at a time shall be liable for proper rendering of all travel services included in a contract.
 - The travelers will receive an emergency phone number or information on a point of contact through which they can contact the tour operator or the travel agency.
 - The travelers can transfer the package tour to another person – within an appropriate period of time and potentially subject to additional fees.
 - The price for the package tour must only be increased if certain costs (e.g. fuel prices) increase and if this is expressly stipulated in the contract, and in any case no later than 20 days before the start of the package tour. If the price increase exceeds 8 % of the price for the package tour, the traveler may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveler shall have the right to reduce the price if the corresponding costs reduce.
 - The travelers may withdraw from the contract without paying a revocation fee and shall be reimbursed in full for all payments if one of the essential parts of the package tour, except for the price, is changed considerably. If the entrepreneur responsible for the package tour cancels the package tour before it commences, the travelers shall have a claim to reimbursement for costs and, potentially, compensation.
 - The travelers may withdraw from the contract without incurring any revocation fee if any extraordinary circumstances occur before commencement of the package tour, e.g. if there are any security risks at the destination that are expected to impair the package tour.
 - The travelers may also withdraw at any time before commencement of the package tour against payment of an appropriate and reasonable revocation fee.
 - If essential parts of the package tour cannot be performed according to the agreement after commencement of the package tour, the traveler shall be offered appropriate other provisions without additional costs. The traveler may withdraw from the contract without paying any revocation fee (in the Federal Republic of Germany, this right is called "termination"), if services are not rendered according to the contract and this has essential effects on rendering of the contractual package tour services and the tour operator does not remedy this.
 - The traveler shall have a claim to price reduction and/or damages if the travel services are not rendered or not rendered properly.
 - The tour operator shall support the traveler if he/she is in trouble.
 - In case of insolvency of the tour operator or – in some Member States – the travel agent, payments shall be reimbursed. If the tour operator or, if relevant, the travel agent, becomes insolvent after commencement of the package tour and if transport is part of the package tour, return transport of the travelers is ensured. **Heidelberg Marketing GmbH** has taken out insolvency insurance with R+V Allgemeine Versicherung AG. The travelers may contact R+V Allgemeine Versicherung AG (R+V Allgemeine Versicherung AG, Abt. Kredit-Schaden, Raiffeisenplatz 1+, 65189 Wiesbaden, info@ruv.de, 0611-533 5859) if they are denied any services by **Heidelberg Marketing GmbH** due to insolvency.
- Website on which the full edition of the German Civil Code can be found: [Richtlinie \(EU\) 2015/2302 in der in das nationale Recht umgesetzten Form](#) .