

Standard information form for package travel contracts pursuant to Section 651a of the German Civil Code (BGB)

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

Therefore, you will benefit from all EU rights applying to packages. The company sailwithus GmbH will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, the company sailwithus GmbH has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event of its insolvency.

Key rights under Directive (EU) 2015/2302

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the tour operator or travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices) and if expressly provided for in the contract, and in any event no later than 20 days before the start of the package. If the price increase exceeds 8% of the package price, the traveller may terminate the contract. If the tour operator reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If the trader responsible for the package cancels the package before the start of the package, travellers are entitled to a refund and, where appropriate, compensation.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee (in the Federal Republic of Germany, this right is referred to as "Kündigung") where services are not performed in accordance with the contract and this substantially affects the performance of the package and the tour operator fails to remedy the problem.
- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The tour operator has to provide assistance if the traveller is in difficulty.
- If the tour operator or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the tour operator or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured. sailwithus GmbH has taken out insolvency protection with R+V Allgemeine Versicherung AG. Travellers may contact R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden, Phone: 0611 533-0, Service hours: Mon. - Fri. 07:00 - 18:00, Fax: 0611 533-4500, Email: ruv@ruv.de, if services are denied because of the insolvency of sailwithus GmbH.

The full text of the German Civil Code (BGB) can be found at the following website: www.gesetze-im-internet.de/bgb