

Package Travel Directive (EU) 2015/2302

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

Therefore, you will benefit from all EU rights applying to packages. **THE SURF GROUP bv** will be fully responsible for the proper performance of the package as a whole. In addition, **THE SURF GROUP bv** has the legally required 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.

Further information on your key rights under Directive (EU) 2015/2302

Your most important rights under Directive (EU) 2015/2302

- Travellers receive all essential information about the package holiday before completing the package travel contract.
- At least one manager is always liable for the proper provision of all services included in the contract
- Travellers will be given an emergency telephone number or contact details through which they can contact the tour operator or the travel agency.
- Travellers may transfer the package tour to another person within a reasonable 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 price, travellers can withdraw from the contract. If a tour operator reserves the right to increase the price, travellers have the right of 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 essential components of the package tour, except for the price, is changed significantly. If the manager responsible for the package holiday cancels the package holiday before its start, travellers are entitled to a reimbursement of costs and owing to circumstances, to compensation.
- In the event of exceptional circumstances before the package holiday begins, travellers can withdraw from the contract without paying a cancellation fee, e.g. if there are serious security problems at the destination that are likely to affect the package tour.
- In addition, travellers can withdraw from the contract at any time before the start of the package holiday in exchange for payment of an appropriate and reasonable cancellation fee.
- If, after the start of the package holiday, essential parts of the package holiday cannot be carried out in accordance with the contract, travellers are to be offered reasonable alternative arrangements at no extra costs. Travellers can withdraw from the contract without paying a cancellation fee (in the Federal Republic of Germany this right is called "termination") if services are not performed in accordance with the contract and if this has a significant impact on the provision of the contractual package travel services and the tour operator fails to remedy the situation.
- Travellers are entitled to a price reduction and / or compensation if travel services are not provided or are not performed properly.
- The tour operator will assist travellers if they are in trouble. In the event of the tour operator becoming insolvent or, in some member states, even when the travel broker becomes insolvent, payments will be refunded. If the tour operator or, if relevant, the travel broker becomes insolvent after the start of the package holiday and the transport is part of the package tour, the return transport of travellers is guaranteed. **THE SURF GROUP bv** has an insolvency protection with **Garantiefonds Reizen**. Travellers can contact **Garantiefonds Reizen**, Kalkoven 5 b. 0202 - 1820 Steenokkerzeel if services are refused by **THE SURF GROUP bv** due to insolvency.

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

