

Information sheet for travellers participating in package travels pursuant to Section 651 a of the German Civil Code (BGB)

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

Therefore, you can make use of all EU rights that apply to package travels. The company Marco Polo Reisen GmbH bears full responsibility for the proper performance of the entire package travel.

In addition, the company Marco Polo Reisen GmbH has taken out the legally required guarantees to ensure a refund of your payments and, if transport is included in the package, to ensure your return transport in the event of its insolvency.

Main rights under Directive (EU) 2015/2302

- Travellers shall be provided with all essential information about the package travel before the conclusion of the package travel contract.
- In all cases, at least one enterprise shall be responsible for the proper performance of all travel services covered by the contract.
- Travellers shall be given an emergency telephone number or other contact details via which they can contact the organiser or the travel agent.
- Travellers may transfer the package to another person – within a reasonable period and possibly at additional cost.
- The price of the package travel may only be increased if certain costs (for example fuel prices) increase and if this is expressly provided for in the contract; however, in no case later than 20 days before the commencement of the package travel. If the price increase exceeds 8% of the package price, the traveller may revoke the contract. If a travel organiser reserves the right to price increases, the traveller in turn has the right to a price reduction if the corresponding costs decrease.
- Travellers may revoke the contract without paying a cancellation fee and receive a full refund of all payments if any of the essential elements of the package travel other than the price are significantly changed. If the enterprise responsible for the package cancels the package before it commences, travellers are entitled to a refund and, in certain circumstances, compensation.
- Travellers may revoke the contract without paying a cancellation fee if exceptional circumstances arise before the start of the package travel; i. e., for example if there are serious security problems at the destination which are likely to affect the package travel.
- Travellers may also revoke contract at any time before the commencement of the package travel on payment of a reasonable and justifiable cancellation fee.
- If, after the commencement of the package travel, essential elements of the package cannot be performed as agreed, reasonable alternative arrangements shall be offered to the traveller at no extra cost. The traveller may revoke the contract without paying a cancellation fee (in the Federal Republic of Germany this right is called “termination”) if services are not provided in accordance with the contract and this has a significant impact on the provision of the contractual package travel services and the travel organiser fails to remedy the situation.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not provided or not provided properly.
- The travel organiser shall assist the traveller if the traveller is in difficulty.
- In the event of the insolvency of the organiser or, in some Member States, the travel agent, payments shall be refunded. If the travel organiser or, where applicable, the travel agent suffers insolvency after the commencement of the package travel and transport is part of the package travel, the return transport of the passengers shall be guaranteed. Marco Polo Reisen GmbH has taken out insolvency insurance with Deutscher Reisesicherungsfonds GmbH. Travellers may contact this institution [or, if applicable, the competent authority] (Deutscher Reisesicherungsfonds GmbH, Sächsische Strasse 1, 10707 Berlin, Phone +49 (0) 30 78954770, Email schadenmeldung@drsf.reise, www.schadenmeldung.drsf.reise) if they are denied services due to the insolvency of Marco Polo Reisen GmbH.

Website where Directive (EU) 2015/2302 can be found as transposed into national law:
www.umsetzung-richtlinie-eu2015-2302.de