

Package Travel Standard Information Form

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 package holidays. Urlaub in der Sonne M.I.e.U. is fully responsible for the proper performance of the package as a whole.

In addition, Urlaub in der Sonne M.I.e.U. has the legally required insolvency protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event of insolvency.

Main 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 responsible for the proper performance of all travel services included in the contract.
- Travellers are provided with an emergency contact number or details of a contact point.
- Travellers may transfer the package to another person within a reasonable period and subject to applicable conditions.
- The price of the package may only be increased under the circumstances permitted by law.
- Travellers may terminate the contract free of charge under the conditions provided by law.
- Travellers may cancel the package before the start of the trip without paying cancellation fees in the event of unavoidable and extraordinary circumstances.
- Travellers are entitled to a price reduction and/or compensation for damages where travel services are not performed properly.
- The tour operator shall provide assistance to travellers if they are in difficulty.

Insolvency Protection

Urlaub in der Sonne M.I.e.U. has obtained insolvency protection through:

Accelerant Insurance Europe SA
Bastion Tower, Level 20
Place du Champ de Mars 5
1050 Brussels, Belgium

Policy Number: A58905

Claims Handler in the Event of Insolvency:

Cover-Direct Versicherungsmakler und Werbeagentur Ges.m.b.H.
Hietzinger Hauptstraße 35 DG
1130 Vienna, Austria

Telephone: +43 1 969 08 40

Email: office@cover-direct.com

Travellers may contact this entity if services are denied due to the insolvency of Urlaub in der Sonne M.I.e.U.

The text of Directive (EU) 2015/2302, as implemented into national law, can be consulted at:

<https://www.justiz.gv.at/pauschalreisegesetz>

