



Black Forest Tours
Come as a Tourist • Experience like a Local • Depart as a Friend

Information sheet for travellers on a package holiday in accordance with Section 651(a) of the German Civil Code

The combination of travel services offered to you falls under the definition of a package holiday as specified in the EU Directive 2015/2302.

You can therefore benefit from all the EU rights that apply to package holidays. **Black Forest Tours** bears full responsibility for the correct and proper implementation of the whole package holiday.

Furthermore, **Black Forest Tours** is to fulfil its legal responsibility to provide protection to refund your payments and, insofar as transport is included in the package holiday services, to ensure your return travel in the event of their insolvency.

Key rights under EU Directive 2015/2302

- Travellers are to receive all essential information about the package holiday before concluding the package holiday contract.
- There is always at least one company who is liable for the proper performance all travel services included in the contract.
- Travellers are to be provided with an emergency telephone number or contact details that they can use to contact the tour operator or travel agent.
- Travellers may transfer the package holiday to another person, within a reasonable time limit and subject to additional expenses under certain circumstances.
- The price of the package holiday may only be increased if specific costs should increase (e.g. fuel prices), if this matter is explicitly mentioned in the contract and, in all cases, no later than 20 days before the start of the package holiday. Travellers are entitled to terminate the contract if this price increase exceeds 8% of the price of the whole package holiday. If the tour operator reserves the right to make an increase in price, the traveller is likewise entitled to a reduction in price, if the respective costs should decrease.
- Travellers may terminate the contract and receive a full refund of all payments made without having to pay any cancellation fees if an essential component of the package holiday, other than the price, is changed significantly. If the company responsible for the package holiday cancels it before the holiday is due to start, travellers are entitled to a refund and, in certain cases, to additional compensation.
- In the event of exceptional circumstances occurring, travellers are entitled to terminate the contract before the start of the package holiday without having to pay a cancellation fee; this would be the case, for example, if serious security problems should arise at the destination that are likely to affect the package holiday.
- Furthermore, travellers may terminate the contract at any time before the start of the package holiday in return for paying an appropriate and justifiable cancellation fee.
- If, after the start of the package holiday, core elements of the package holiday cannot be provided as agreed, travellers are to be provided with suitable alternative arrangements at no extra cost. Travellers may terminate the contract without paying any cancellation fee (this is known as the 'right of cancellation' in the Federal Republic of Germany), if services are not performed in accordance with the contract and this has a significant effect on carrying out the package holiday as agreed in the contract and if the tour operator fails to provide a suitable solution.
- Travellers are entitled to a price reduction and/or compensation if the travel services are not performed at all or are improperly performed.
- The operator is obliged to provide travellers with assistance if they find themselves in difficulties.
- Payments will be refunded in the event of the tour operator or, in some Member States, the travel agent becoming insolvent. If the tour operator or, where applicable, the travel agent should become insolvent after the start of the package holiday and if transport is included in the package holiday, return travel is thus also ensured for the travellers. **Black Forest Tours** has taken out insolvency protection with R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden. Travellers may contact this company or, where appropriate, the responsible authority if services are denied to them due to the insolvency of **Black Forest Tours**

[EU Directive 2015/2302 as implemented in national law.](#)