

# Standard Information Form for Package Travel Contracts in accordance with Section 651a of the German Civil Code (BGB)

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 travel. The company **Dhigurah Guesthouses and Hotels** bears full responsibility for the proper performance of the package as a whole.

Additionally, **Dhigurah Guesthouses and Hotels** 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.

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## Key rights under Directive (EU) 2015/2302

- Travelers 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 travel services included in the contract.
- Travelers are given an emergency telephone number or details of a contact point where they can get in touch with the tour operator or the travel agency.
- Travelers may transfer the package to another person, within a reasonable period and possibly subject to additional costs.
- The price of the package may only be increased if specific costs (for example, fuel prices) increase and if this possibility is 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 traveler may terminate the contract. If the tour operator reserves the right to increase the price, the traveler is entitled to a price reduction if the relevant costs decrease.
- Travelers may terminate the contract without paying a termination fee and receive a full refund of any payments if one of the essential elements of the package, other than the price, is changed significantly. If the trader responsible for the package cancels the package before it starts, travelers are entitled to a refund and, where appropriate, compensation.
- Travelers may terminate the contract without paying a termination fee before the start of the package in the event of exceptional circumstances, for example if there are serious security problems at the destination which are likely to affect the package.
- In addition, travelers may at any time before the start of the package terminate the contract in return for payment of 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 must be offered to the traveler at no extra cost. The traveler may terminate the contract without paying a termination fee (in the Federal Republic of Germany this right is referred to as “termination”) 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.

- Travelers are entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
  - The tour operator must provide assistance to the traveler if the traveler is in difficulty.
  - If the tour operator or, in some Member States, the travel agent becomes insolvent, payments will be refunded. If the insolvency occurs after the start of the package and if transport is included in the package, repatriation of the travelers is secured. **Dhigurah Guesthouses and Hotels** has taken out insolvency protection with **R+V Versicherung**.\* Travelers may contact this entity or, where applicable, the competent authority (**R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden**) if services are denied due to the insolvency of Dhigurah Guesthouses and Hotels.
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Website where Directive (EU) 2015/2302 can be found as transposed into national law:  
[www.umsetzung-richtlinie-eu2015-2302.de](http://www.umsetzung-richtlinie-eu2015-2302.de)