

Information for travellers on package holidays according to § 651a of the German Civil Code

The combination of travel services offered is a package holiday within the meaning of Directive (EU) 2015/2302 (<http://www.umsetzung-richtlinie-eu2015-2302.de/>). You are therefore entitled to claim all EU rights applying to package holidays.

New Perspectives Travel bears full responsibility for the proper performance of the entire package holiday. In addition, New Perspectives Travel has the required insurance cover as required by law for the repayment of your payments and, if transport is included in the package holiday, to ensure your return home in the event of the company's bankruptcy.

Main rights under Directive (EU) 2015/2302:

- Travelers must receive all relevant information about the package prior to conclusion of the package holiday contract.
- At least one Operator is always liable for the proper provision of all travel services included in the contract.
- Travelers must be provided with an emergency telephone number or contact details to contact the tour operator or travel agent. These details are provided with the booking confirmation and on the website.
- Passengers are entitled to transfer the package holiday 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 (for example, fuel prices) increase and if this is expressly provided for in the contract, but in any case not later than 20 days before the start of the package holiday. If the price increase exceeds 8% of the package travel price, the traveller is entitled to withdraw from the contract. If a tour operator reserves the right to increase the price, the traveller has the right to a reduction of the price if the corresponding costs decrease.
- Travelers are entitled to withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if any of the essential elements of the package holiday, with the exception of the price, have changed significantly. If the Operator responsible for the package holiday cancels the package holiday before the start of the package holiday, the travellers are entitled to reimbursement and possible compensation.
- Passengers may withdraw from the contract without paying a cancellation fee in the event of extraordinary circumstances prior to the start of the package holiday, for example if there are serious security problems at the destination which are likely to affect the package holiday.
- Furthermore, travellers may withdraw from the contract at any time before the start of the package holiday by paying a reasonable and justifiable cancellation fee.
- If, after the start of the package holiday, essential elements of the package holiday cannot be arranged in accordance with contract, the traveller must be provided with appropriate alternative arrangements at no extra cost. The traveller may withdraw from the contract without paying a cancellation fee (in the Federal Republic of Germany this right is referred to as "termination") if services are not provided in accordance with the contract and this has a significant impact on the provision of the contractual package holiday services and if the tour operator 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 duly provided.
- The tour operator will assist the traveller when in trouble.
- In the event of the insolvency of the tour operator or, in some Member States, of the travel agent, payments will be reimbursed. The return travel for passengers must be guaranteed if the tour operator or, if relevant, the travel agent becomes insolvent after the start of the package holiday and if transportation is included in the package holiday. New Perspectives Travel has arranged insolvency insurance with tourVERS, Touristik-Versicherungsservice GmbH, Borsteler Chaussee 51, 22453 Hamburg (telefon 040 - 244 288 0, service@tourvers.de, www.tourvers.de). Passengers may contact this body or, if appropriate, the competent authority, if they have been refused payments as a result of the bankruptcy of New Perspectives Travel.