



Europa-Park GmbH & Co-Hotelbetriebe KG

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SERVICES

The key characteristics of all of our travel services of the overnight stay at the Europa-Park Resort in Rust can be consulted on www.europapark.de/hotels as well as on our printed price list in the latest available version. The individual services can be seen on your booking overview.

TRIP PRICE

The agreed prices include the applicable rate of statutory VAT.

PAYMENT OPTIONS

Upon concluding a contract with the customer, the hotel is entitled to demand an appropriate advance payment or security guarantee in the form of a credit card guarantee, a deposit or similar from you. The amount of the advance payment and the payment dates can be agreed in writing in the contract. If a deposit or security bond has been paid for a package holiday, statutory provisions remain unaffected. If a credit card is provided as guarantee, the hotel will only verify that costs can be covered by the card. The hotel will not debit the card in advance. It is therefore also still possible to pay in cash at the hotel.

PASSPORT AND VISA REQUIREMENTS

As the trip organiser, we are obliged to inform you of the general passport and visa requirements of the country of destination, including the time limits for obtaining a visa and of healthcare formalities prior to travel registration. A valid personal identification document or passport is required to travel to Germany from a member state of the European Union. The applicable specific conditions for individuals from non-member states of the European Union apply. You will find other passport and visa requirements for the Federal Republic of Germany including time limits for requesting visas and healthcare formalities

on the German Foreign Office's website: <https://www.auswaertiges-amt.de/en/visa-service/visabestimmungen-node>

CANCELLATION PRIOR TO TRIP COMMENCEMENT

You can cancel the contract prior to the beginning of the trip. If no free cancellation is agreed, you are obliged to pay 80% of the contractually agreed price for overnight stays with or without breakfast, 70% for half board and 60% for full board packages.

TRAVEL INSURANCE POLICIES

Please note that there is the option of taking out a travel cancellation insurance policy.

SECURED PAYMENT CERTIFICATE

The secured payment certificate has been issued by Deutscher Reisesicherungsfonds GmbH, Sächsische Straße 1, 10707 Berlin, Germany, Phone.: +49 30 2840616, and will be provided to you with your travel confirmation.

OBLIGATIONS OF THE TRIP ORGANISER

As the trip organiser, we are responsible for all contractual travel services and are obliged to assist you if you encounter difficulties during your trip. We will provide you with the necessary information in the **Information sheet for travellers on a package holiday**.



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. Europa-Park GmbH & Co – Hotelbetriebe KG bears full responsibility for the correct and proper implementation of the whole package holiday.

Furthermore, Europa-Park GmbH & Co – Hotelbetriebe KG 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.*

- 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 of 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. Europa-Park GmbH & Co – Hotelbetriebe KG has taken out insolvency protection with Deutscher Reisesicherungsfonds GmbH*. Travellers may contact this company or, where appropriate, the responsible authority if services are denied to them due to the insolvency of Europa-Park GmbH & Co – Hotelbetriebe KG.*
- **EU Directive 2015/2302 as implemented in national law**

* These sentences shall not apply if, in accordance with Section 651r(1) of the German Civil Code, there is no obligation for the tour operator to provide insolvency protection because the tour operator does not accept any payments from the travellers for the tour price before the end of the package holiday and if the contract does not include return travel arrangements for the travellers.