



Standard information form for tourist package contracts.

The combination of tourism services proposed to you is a package under Directive (EU) 2015/2302. Therefore, you will benefit from all the EU rights that apply to such packages. Hotelturist SpA will be fully responsible for the proper performance of the package as a whole. In addition, as required by law, Hotelturist SpA has a protection measure aimed at reimbursing your payments and, if the transport is included in the package, guarantee your return should you become insolvent.

Fundamental rights under Directive (EU) 2015/2302

1. Travellers will receive all the essential information about the package before the entering into of the tourist package contract.
2. Hotelturist SpA is responsible for the correct performance of all tourist services included in the contract.
3. We communicate to the Travellers an emergency telephone number or contact point data to reach the organizer or travel agent .
4. Travellers may assign their package to another person, subject to reasonable notice and, possibly, additional costs.
5. The price of the package can be increased only in case of increase of specific costs (for example, fuel prices) and if expressly provided for in the contract, and in any case no later than 20 days from the start of the package. If the price increase is more than 8% of the package price, the Traveller shall be entitled to terminate the contract. If the organizer reserves the right to increase the price, the Traveller is entitled to a price reduction if there is a decrease in the relevant costs.
6. Travellers may terminate the contract without payment of termination fees and receive full reimbursement of the payments, should any essential elements of the package, other than the price, undergo substantial changes. If, before the start of the package, the professional responsible for the package cancels the package, the Travellers shall have the right to obtain the relevant reimbursement and, as the case may be, an indemnification therefor.
7. Travellers may, in exceptional circumstances, terminate the contract without any obligation to pay any termination fees, before the start of the package, for example, if any serious safety problems occur at the place of destination, which may affect the package. Furthermore, Travellers may at any time, before the start of the package, terminate the contract upon payment of adequate and justifiable termination costs.
8. If, after the start of the package, any substantial elements of the same cannot be provided according to the agreed conditions, certain suitable alternative solutions shall be offered to the Traveller, without any surcharge. Travellers can terminate the contract, without any termination costs, if the services are not performed as agreed, and this event significantly affects the performance of the package and the organizer has not cured such problem.
9. Travellers are also entitled to a price reduction and / or compensation for damages in the event of non-performance or improper performance of any tourist services.
10. The organizer shall provide assistance if the Traveller is in difficulty. If the organizer or, in some Member States, the seller becomes insolvent, the payments will be repaid. If the organizer or, where appropriate, the seller becomes insolvent after the start of the package and if it is included in the transport, the return of the Travellers shall be guaranteed. Hotelturist SpA entered into a protection measure in case of insolvency with "Fondo ASTOI a Tutela dei Viaggiatori" . Travellers may contact such entity (Viale Pasteur, 10 - Palazzo Confindustria - 00144 Rome, Tel +39 06 5921864, Fax +39 06 5915076, www.fondoastoi.it) or, where appropriate, the competent

authority if the services are denied due to insolvency of Hotelturist SpA.