

## Information Form for the Traveller for Package Holidays in Terms of Section 351a German Civil Code

The combination of travel services offered to you constitutes package travel in terms of Directive (EU) 2015/2302.

This means that you can assert any EU rights applicable to package travel. The company Hotel Neptun Betriebsgesellschaft mbH bears full responsibility for organisation in due form of the entire package holiday.

Furthermore, the company Hotel Neptun Betriebsgesellschaft mbH has taken out the statutory insurance to ensure reimbursement of your payments and, if transport is included in your package holiday, to ensure your return journey in case of the company's insolvency.\*

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| <i>Your destination / accommodation:</i>                       | Hotel NEPTUN ★★★★★ (located directly on the beach and promenade, first row)<br>Seestraße 19<br>18119 Rostock-Warnemünde   |
| <i>Location, day and time of departure and return journey:</i> | according to offer / reservation confirmation<br>Check in: from 2 pm<br>Check out: until 11 am  |
| <i>Food:</i>   | according to offer / reservation confirmation   |
| <i>Transport:</i>  | own transport   |
| <i>Travel price:</i>   | according to offer / reservation confirmation<br>plus EUR 2.25 visitor's tax during peak season, EUR 1.50 during off-peak season<br>per person / per day  |
| <i>Passport and visa requirements for Germany:</i>             | for more information, please visit: <a href="http://www.auswaertiges-amt.de">www.auswaertiges-amt.de</a>  |
| <i>Withdrawal / cancellation:</i>                              | Before travelling, the traveller may withdraw from the contract at any time in return for payment of appropriate damages or, where applicable, of a flat-rate compensation charged by the tour operator (see cancellation policy in the reservation confirmation) |
| <i>Travel cancellation insurance:</i>                          | We recommend taking out travel cancellation insurance or an insurance to cover costs of any support required, including return transport in case of accident, illness or death.   |
| <i>Limited mobility:</i>                                       | In general, all our offers are also suitable for guests with limited mobility. Please always contact us before you book in order to make binding arrangements suitable for your needs.  |

### *Most important rights pursuant to Directive (EU) 2015/2302:*

- The travellers receive all essential information about the package holiday before conclusion of the package holiday contract.
- Always at least one company is liable for providing all travel services included in the package in due form.
- The travellers will be given an emergency telephone number or the details of the contact point they can use to contact the tour operator or travel agency.
- The travellers can transfer the holiday package – within an appropriate period and perhaps subject to additional costs – to another person.
- The price of the holiday package may only be increased if certain costs (for example fuel costs) rise and if an increase is explicitly reserved in the contract, and not within 20 days before the start of the package holiday. If the price increase exceeds 8 % of the package holiday, the traveller may withdraw from the contract. If a tour operator reserves the right to increase prices, the customer is entitled to price reductions should the costs in question fall.
- Travellers may withdraw from the contract without payment of a withdrawal fee and are reimbursed in full for all payments made if one of the essential components of the package holiday, with the exception of the price, is changed not only insignificantly. If the tour operator responsible for the package holiday cancels before start of the package holiday, the travellers are entitled to reimbursement of costs and, as the case may be, to damages.
- In case of exceptional circumstances, travellers may withdraw from the package holiday before the start of the package holiday without payment of a withdrawal fee, for example in case of severe safety issues at the destination that are likely to affect the package holiday.
- Furthermore, travellers may withdraw from the contract at any time before the start of the package holiday in return for payment of an adequate and reasonable withdrawal fee.
- If essential components of the package holiday cannot take part as agreed after the package holiday commenced, the traveller must be offered appropriate other options without additional costs. The traveller may withdraw without paying a withdrawal fee (in the Federal Republic of Germany, this right is known as “Cancellation”), if the services are not performed according to contract and if this has a major impact on the provision of the contractual package holiday services and if the tour operator does not remedy the issue.
- The traveller is entitled to a price reduction and/or damages if the travel services are not provided or not provided as agreed.
- The tour operator shall provide the traveller with support should the traveller incur difficulties.
- In case of insolvency of the tour operator or – in some member states – of the travel agency, payments will be returned. If the insolvency of the tour operator or, where applicable, the travel agency, occurs after the package holiday commenced, and if transport is included in the package holiday, the return transport of the travellers is guaranteed. Hotel Neptun Betriebsgesellschaft mbH has taken out insolvency insurance with 5.\* Travellers may contact this entity or, as the case may be, the authority in question if they are denied services due to insolvency of Hotel Neptun Betriebsgesellschaft mbH.\*