

Form according to Directive (EU) 2015/2302 for the information of the traveler in the case of a package tour according to § 651a BGB

The combination of travel services offered to you is a package tour within the meaning of Directive (EU) 2015/2302. Therefore, you may claim all EU rights applicable to package tours.

birdingtours GmbH, Managing Director Rainer Stoll, Kreuzmattenstrasse 10a, 79423 Heitersheim ("birdingtours"), bears full responsibility for the proper performance of the entire package tour. In addition, birdingtours has the legally required security for the repayment of your payments and, if transportation is included in the package tour, to secure your return transportation in the event of birdingtours' insolvency.

Main rights under Directive (EU) 2015/2302:

- Travelers receive all essential information about the package tour before the conclusion of the package tour contract.
- There is always at least one entrepreneur liable for the proper provision of all travel services included in the contract.
- The travelers shall be provided with an emergency telephone number or details of a contact point through which they can contact the tour operator or the travel agency.
- The travelers may transfer the package tour to another person - within a reasonable period of time and possibly at additional cost.
- The price of the package may be increased only if certain costs (for example, fuel prices) increase and if this is expressly provided for in the contract, and in any case no later than 20 days before the start of the package. If the price increase exceeds 8% of the package tour contract, the traveler may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveler has the right to reduce the price if the corresponding costs decrease.
- Travelers may withdraw from the contract without paying a withdrawal fee and receive a full refund of all payments if any of the essential elements of the package tour other than the price is significantly changed. If the operator responsible for the package cancels the package before it begins, travelers are entitled to a refund and, under certain circumstances, compensation
- Travelers may cancel the contract without paying a cancellation fee if extraordinary circumstances arise before the start of the package, for example, if there are serious security problems at the destination that are likely to affect the package.
- In addition, travelers may withdraw from the contract at any time before the start of the package tour upon payment of a reasonable and justifiable withdrawal fee.
- If, after the start of the package tour, essential elements of the package tour cannot be carried out as agreed, reasonable other arrangements shall be offered to the traveler at no additional cost. The traveler may withdraw from the contract without paying a withdrawal fee (in the Federal Republic of Germany this right is called "cancellation") if services are not provided in accordance with the contract and this has a significant impact on the provision of the contractual package tour services and the tour operator fails to remedy the situation.
- The traveler is entitled to a price reduction and / or compensation if the travel services are not provided or not provided properly.
- The tour operator shall provide assistance to the traveler if the latter is in difficult situations.
- In the event of insolvency of the tour operator or - in some member states - the travel agent, payments are refunded. If the insolvency of the tour operator or, if relevant, the travel agent occurs after the start of the package tour and the transportation is part of the package tour, the return transportation of the travelers is guaranteed. birdingtours has taken out an insolvency insurance with R+V Versicherungsgruppe AG. Travelers may contact R + V Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden, Germany, at Tel. 0611 - 599 95 19, ruv@ruv.de, if they are denied services due to birdingtours' insolvency.