

STANDARD INFORMATION FORM (Package Travel Contracts)

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights applying to packages. AS GoTravel will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, AS GoTravel has protection in place to refund your payments and where transport is included in the package, to ensure your repatriation in the event that it becomes/they become insolvent.

Key rights under Directive (EU) 2015/2302

- 1) Traveller will receive all essential information about the package before concluding the package travel contract.
- 2) There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- 3) Traveller is given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- 4) Traveller may transfer the package to another person on reasonable notice and possibly subject to additional costs.
- 5) The price of the package may only be increased if specific costs rise (eg. fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- 6) Traveller may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, traveller is entitled to a refund and compensation where appropriate.
- 7) Traveller may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, eg. if there are serious security problems at the destination which are likely to affect the package.
- 8) Additionally, traveller may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- 9) If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Traveller may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem. 11.12.2015 EN Official Journal of the European Union L 326/25
- 10) Traveller is also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- 11) The organiser has to provide assistance if the traveller is in difficulty.
- 12) If the organiser or in some Member States the retailer becomes insolvent, payments will be refunded. If the organiser or where applicable the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the traveller is secured. AS GoTravel has taken out insolvency protection with Swedbank AS in Estonia. Traveller may contact this entity by e-mail info@swedbank.ee or telephone +372 613 0310, if services are denied because of AS GoTravel insolvency.

More information

EU directive 2015/2302:

<https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX%3A32015L2302>

Directive (EU) 2015/2302 as transposed into national law in Estonia

Law of Obligations Act: <https://www.riigiteataja.ee/en/eli/526082015004/consolide>

Tourism Act: <https://www.riigiteataja.ee/en/eli/529012018002/consolide>