

FORM FOR INFORMING TRAVELLERS IN THE CASE OF A PACKAGE HOLIDAY

pursuant to section § 651A of the German Civil Code

The combination of travel services offered to you is a package holiday as defined by Directive (EU) 2015/2302. You can therefore make use of all EU rights applicable to package holidays. The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany bears all responsibility for the proper execution of the entire package holiday. The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany also has the insurance prescribed by law for reimbursing your payments and, if transport is included in the package holiday, for ensuring your return transport in the event of its insolvency.

~~~~~ **MOST IMPORTANT RIGHTS IN ACCORDANCE WITH DIRECTIVE (EU) 2015/2302:** ~~~~~

- Travellers will receive all key information on the package holiday before the package holiday contract is concluded.
- At least one company is always liable for the proper provision of all services included in the contract.
- Travellers will receive an emergency telephone number or details for a point of contact through which they can contact the tour operator or the travel agency.
- Travellers may transfer the package holiday to another person within a reasonable period and, depending on the circumstances, at additional cost.
- The price of the package holiday may only be increased if certain costs (e.g., fuel prices) increase and this is expressly provided for in the contract; any increase may only be implemented up to 20 days before the start of the package holiday. If the price increase exceeds 8% of the price of the package holiday, the traveller may cancel the contract. If a tour operator reserves the right to increase the price, the traveller has the right to a price reduction if the relevant costs fall.
- Travellers may cancel the contract without paying a cancellation fee and be reimbursed for all payments in full if one of the key elements of the package holiday changes substantially, apart from the price. If the company responsible for the package holiday cancels the package holiday before the start of the holiday, travellers are entitled to reimbursement and, depending on the circumstances, compensation.
- Travellers may cancel the contract without paying a cancellation fee if extraordinary circumstances occur before the start of the package holiday – for example, if there are serious safety problems at the destination that are expected to adversely affect the package holiday.
- Travellers may also cancel the contract at any time before the start of the package holiday against payment of a reasonable and proportionate cancellation fee.
- If key elements of the package holiday cannot be executed as agreed after the start of the package holiday, the traveller shall be offered different, suitable arrangements at no extra cost. The traveller may cancel the contract without paying a cancellation fee (this right is known as termination in the Federal Republic of Germany) if services are not rendered in accordance with the contract and this has significant effects on the provision of contractual package holiday services and the tour operator fails to provide a remedy.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not rendered properly or at all.
- The tour operator shall assist the traveller when the latter experiences difficulties.
- Payments shall be reimbursed in the event of the tour operator's or – in some Member States – the travel agent's insolvency. If the tour operator or, where relevant, the travel agent becomes insolvent after the start of the package holiday and transport is part of the package holiday, the return transport of the travellers shall be guaranteed. A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, has taken out insolvency insurance with the Deutsche Rentenversicherungsfond GmbH. Travellers may contact this establishment (Deutsche Rentenversicherungsfond GmbH, Sächsische Straße 1, 10707 Berlin; tel.: +49 (0)30 78954770; email: schadenmeldung@drsf.reise) or, where applicable, the competent authority if they are refused services on account of the insolvency of A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany.