

Standard information for package travel contracts in accordance with GvD from 21/05/18, n. 62

The combination of travel services offered to you is a package pursuant to EU Directive 2015/2302 entitling you to benefit from all EU rights applying to packages. *Anna's Treks and Travels di Vecellio Del Monego Anna* assumes full responsibility for the fulfilment of the package as a whole.

Additionally, as required by law, *Anna's Treks and Travels di Vecellio Del Monego Anna* has undersigned protection enabling it to refund your payments and ensure your repatriation - where transport is included in the package - in the event of insolvency.

Key rights under EU Directive 2015/2302

1. Travellers must receive all essential information about a package before agreeing to a package travel contract.
2. A contract must always include at least one trader who is liable for the proper performance of all travel services included in it.
3. Travellers must be supplied with an emergency telephone number or details of a contact point at which to get in touch with the travel organiser or agent.
4. Travellers can transfer a package to a third person, on reasonable notice and possibly subject to additional costs.
5. A package price may only be increased if specific costs increase (e.g. 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. Where a price increase exceeds 8% of the package price, travellers may terminate a contract. If a travel organiser reserves the right to increase prices, travellers are entitled to price reductions if the relevant costs decrease.
6. Travellers may terminate a contract without incurring a cancellation fee and be fully refunded any payments made in the event that any of the package's essential elements, other than the price, change significantly. If the trader responsible for a package cancels a package prior to its start date, travellers are entitled to a refund and compensation where appropriate.
7. Travellers may terminate a contract without incurring a cancellation fee prior to the package start date in the event of exceptional circumstances such as in the event of serious security problems at the destination which are likely to affect the package. Additionally, travellers can terminate a contract in return for an appropriate and justifiable termination fee at any time prior to the package start date.
8. After the package start date, in the event that significant elements in the package cannot be supplied as agreed, suitable alternative arrangements must be offered travellers at no extra cost. Travellers may terminate a contract without incurring a cancellation fee in the event that services are not fulfilled in accordance with the contract where this substantially affects package fulfilment and the organiser fails to provide an appropriate remedy.
9. Travellers are also entitled to price reductions and/or compensation for damages where travel services are not fulfilled or are inadequately fulfilled. Organisers must provide assistance to travellers in difficulty. In the event of organiser or, in some member states, retailer insolvency, payments will be refunded. In the event that such organiser or, where applicable, retailer insolvency takes place after the package start date and where transport is included in the package, traveller repatriation is guaranteed. *Anna's Treks and Travels di Vecellio Del Monego Anna* has insolvency protection insurance with IMA ITALIA ASSISTANCE SPA, Piazza Indro Montanelli 20 – 20099 - Sesto San Giovanni (MI) – Tel: +39 02 24861391, e-mail assistance@imaitalia.it, protection insurance N. SOLV/2023/89, issued through their intermediary INSURANCE TRAVEL SRL, Corso Regina Margherita 29 – 10124 - Torino (To) – Tel: +39 011 8125025, e-mail info@i4t.it, P.e.c.: insurance.travel@legalmail.it, website: www.i4t.it. Travellers should contact this party or, where applicable, the competent authority: Ministero dei beni e delle attività culturali e del turismo - Direzione generale del Turismo, Via del Collegio Romano, 27 – 00166 - ROMA tel. 06 67232131 - dg-t@beniculturali.it in the event that services remain unfulfilled due to the insolvency of *Anna's Treks and Travels di Vecellio Del Monego Anna*.

EU Directive 2015/2302 in its Italian legal form can be consulted on: www.gazzettaufficiale.it