

Form for informing traveller of a package tour



Informing the traveller of a package tour according to § 651a of the German Civil Code and EU Directive 2015/2302

The combination of travel services offered to you is a package tour within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights that apply to package travel. The company Wanderlust Africa, owner Alexandra Katzer, will be fully responsible for properly implementing the entire package tour.

In addition, Wanderlust Africa has protection in place to refund your payments and, if the transport is included in the package, to ensure your repatriation in the event Wanderlust Africa becomes insolvent.

Key rights under Directive (EU) 2015/2302

Travellers receive all essential information about the package travel before concluding the package travel contract.

There is always at least one trader liable for properly providing all travel services included in the contract.

Travellers are given an emergency telephone number or details of a contact point through which they can get in touch with the tour operator or travel agency.

Travellers may transfer the package to another person within a reasonable time and possibly at additional cost.

The price of the package may only be increased if certain costs (e.g. fuel prices, national park entry fees) 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 price, the traveller can withdraw from the contract. If a tour operator reserves the right to a price increase, the traveller has the right to a price reduction if the related costs decrease.

Travellers can withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if any of the essential elements of the package tour, other than the price, are significantly changed. If the trader responsible for the package tour cancels the package tour before the start of the package tour, the travellers are entitled to a refund and possibly compensation where appropriate.

Travellers can withdraw from the contract without paying a cancellation fee before the start of the package tour in the event of exceptional circumstances, for example, if there are serious security problems at the destination which are likely to affect the package.

In addition, travellers may terminate the contract at any time before the start of the package tour by paying a reasonable and justifiable cancellation fee.

If, after the start of the package tour, essential parts of the package tour cannot be carried out as agreed, suitable alternative arrangements will have to be offered to the traveller at no additional cost. The traveller can withdraw from the contract without paying a cancellation fee if services are not provided in accordance with the contract, and this has a significant impact on the provision of the contractual package tour, and the tour operator fails to remedy the problem.

The traveller is entitled to a price reduction and/or compensation if the travel services are not provided or are not appropriately provided.

The tour operator provides assistance to the traveller when in difficulty.

Payments are refunded in the event of the insolvency of the tour operator or, in some Member States, the travel agent. If the tour operator or, where relevant, the travel agent becomes insolvent after the start of the package tour and if the transport is part of the package tour, the repatriation of the travellers is guaranteed.

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Wanderlust Africa has taken out insolvency insurance with R+V Allgemeine Versicherung AG. Travellers can contact R+V Allgemeine Versicherung AG:

Raiffeisenplatz 1
65189 Wiesbaden
Phone +49 611 533589
Fax +49 611 533 4500
www.ruv.de

Travellers can find the passport and visa requirements in their travel confirmation. Citizens of countries outside the European Union are separately informed of general passport and visa requirements of the country of destination, including the approximate time limits for obtaining visas and handling health formalities (on request).

This offer is not suitable for people with restricted mobility.

The website where Directive (EU) 2015/2302 can be found:

https://www.bundesjustizamt.de/DE/Themen/Buergerdienste/Pauschalreiserichtlinie/Pauschalreise_node.html