

Most important rights under Directive (EU) 2015/2302

- The travelers shall receive all essential information about the package tour before concluding the package travel contract.
- At least one entrepreneur shall at any time be responsible for the proper provision of all travel services included in the contract.
- The travelers shall receive an emergency telephone number or details of a focal point of communication through which they can contact the tour operator or the travel agent.
- Travelers may transfer the package tour to another person within a reasonable time and possibly at additional cost
- The price of the package tour may only be increased if certain costs (e.g. fuel prices) increase and if this is expressly provided for in the contract, and in any case up to 20 days before the start of the package tour. If the price increase exceeds 8% of the package price, the traveler can 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 respective costs decrease.
- Travelers can withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if one of the essential components of the package tour, except for the price, is changed significantly. If the entrepreneur responsible for the package tour cancels the package tour before the package tour begins, the travelers are entitled to reimbursement of costs and, owing to circumstances, to compensation.
- If exceptional circumstances arise before the package tour begins, travelers can withdraw from the contract without paying a cancellation fee, e.g. if there are serious security problems at the destination that are likely to affect the package tour.
- In addition, travelers can withdraw from the contract at any time before the start of the package tour in exchange for payment of an appropriate and reasonable cancellation fee.
- If, after the start of the package tour, essential parts of the package tour cannot be carried out in accordance with the contract, the traveler is to be offered reasonable alternative arrangements at no extra costs. The traveler can withdraw from the contract without paying a cancellation fee (in the Federal Republic of Germany this right is called "termination") if services are not performed in accordance with the contract and if this has a significant impact on the provision of the contractual package travel 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 are not performed properly.
- The tour operator will assist the traveler if they are in trouble. In the event of the tour operator becoming bankrupt or, in some member states, the travel agent, payments will be refunded. If the tour operator or, if relevant, the travel agent becomes bankrupt after the start of the package tour and the transport is part of the package tour, the return transport of the travelers is guaranteed. Puresurfcamps GmbH has taken out bankruptcy protection with HanseMerkur Reiseversicherung AG. Travelers can contact HanseMerkur Reiseversicherung AG, Siegfried-Wedells-Platz 1, 20354 Hamburg, +49 (0) 40/53 799 360, insolvenz@hansemerkur.de if services are refused by Puresurfcamps GmbH due to bankruptcy.

Website on which Directive (EU) 2015/2302 can be found in the form translated into national law:
www.umsetzung-richtlinie-eu2015-2302.de