

**Information form for the travellers**  
**for a package tour according to § 651a of the German Civil Code**

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

As a traveller, you can therefore benefit from all EU rights that apply to package tours. The Bülow Hotels are fully responsible for the proper execution of the entire package tour.

In addition, the Bülow Hotels have the legally required insurance for the repayment of travellers' payments and, if transport is included in the package tour, to ensure repatriation in the event of its insolvency.

**Main rights under Directive (EU) 2015/2302:**

- Travellers will receive all essential information about the package tour prior to the conclusion of the package tour contract.
- At least one entrepreneur is always liable for the proper provision of all travel services included in the contract.
- Travellers receive an emergency telephone number or details of a contact point through which they can contact the tour operator or travel agency. • Die Reisenden können die Pauschalreise – innerhalb einer angemessenen Frist und unter Umständen unter zusätzlichen Kosten – auf eine andere Person übertragen.
- The price of the package 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 no later than 20 days before the start of the package. If the price increase exceeds 8% of the package 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 corresponding costs are reduced.
- Travellers may withdraw from the contract without payment of a cancellation fee and will receive a full refund of all payments if one of the essential elements of the package, with the exception of the price, is substantially changed. If the operator responsible for the package cancels the package before the start of the package, travellers are entitled to reimbursement and possibly compensation.
- In exceptional circumstances, travellers may withdraw from the contract before the start of the package without payment of a cancellation fee, for example if there are serious security problems at the destination which are likely to affect the package. In addition, travellers can withdraw from the contract at any time before the start of the package tour against payment of an appropriate and justifiable cancellation fee.
- If, after the start of the package tour, essential components of the package cannot be carried out as agreed, appropriate other arrangements shall be offered to the traveller at no additional cost. The traveller can withdraw from the contract without payment of a cancellation fee (in the Federal Republic of Germany this right is called "termination") if services are not provided in accordance with the contract and this has considerable effects on the provision of the contractual package tour services and the tour operator fails to remedy the situation.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not provided or are not provided properly.
- The tour operator provides assistance to the traveller in case of difficulties.
- In the event of the insolvency of the tour operator or, in some Member States, the travel agent, payments will be refunded. If the tour operator or, if relevant, the travel agent becomes insolvent after the start of the package tour and if carriage is part of the package tour, passengers will be repatriated. The Bülow Hotels have concluded an insolvency insurance with MG Denzer GmbH. Travellers can contact this institution (MG Denzer GmbH, Otto-Haug-Straße 18, 75378 Bad Liebenzell) if services are refused by Bülow Hotels due to insolvency.

Enclosed, travellers will find the Directive (EU) 2015/2302 in the form transposed into national law here [www.umsetzung-richtlinie-eu2015-2302.de](http://www.umsetzung-richtlinie-eu2015-2302.de)