

Information in accordance with the Package Travel Act
(As of July 2021)

The following information applies in the event that you book a package with a company of the FMTG Falkensteiner Michaeler Tourism Group AG or in a hotel operated under the Falkensteiner brand, which falls under the Package Travel Act (PRG – BGBl I 50/2017 as amended).

Note: If a company of the FMTG Falkensteiner Michaeler Tourism Group AG or a hotel operated under the Falkensteiner brand provides services that fall within the scope of the Package Travel Act, no deposit will be required. Payment for the services is made only after they have been provided. For this reason, there is also no insolvency protection.

Key rights under Directive (EU) 2015/2302:

- Travelers receive all essential information about the package tour before concluding the package travel contract.
- At least one trader is always liable for the proper provision of all travel services included in the contract.
- Travelers are given an emergency phone number or details of a contact point through which they can get in touch with the tour operator or travel agency.
- Travelers can transfer the package tour to another person, subject to reasonable notice and possibly at additional cost.
- The price of the package tour can only be increased if certain costs (e.g., fuel prices) rise and this is expressly provided for in the contract, and in any case no later than 20 days before the start of the package tour. If the price increase exceeds 8% of the package tour price, the traveler can cancel the contract. If a tour operator reserves the right to a price increase, the traveler has the right to a price reduction if the relevant costs decrease.
- Travelers can cancel 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, other than the price, is changed significantly. If the entrepreneur responsible for the package tour cancels it before it starts, travelers are entitled to a refund and, in some cases, compensation.
- Travelers can cancel the contract without paying a cancellation fee in the event of exceptional circumstances before the start of the package tour, for example, if there are serious security problems at the destination that are likely to affect the package tour.
- Furthermore, travelers can cancel the contract at any time before the start of the package tour by paying an appropriate and justifiable cancellation fee.
- If, after the start of the package tour, essential components of the package tour cannot be carried out as agreed, appropriate alternative arrangements must be offered to the traveler at no extra cost. The traveler can cancel 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 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 or not properly provided.
- The tour operator assists the traveler if they are in difficulty.

Directive (EU) 2015/2302 as transposed into national law:
<https://www.ris.bka.gv.at/GeltendeFassung.wxe?Abfrage=Bundesnormen&Gesetzesnummer=20009859&FassungVom=2018-07-01>