

Standard Information Form (SIF)

The combination of travel services offered to you is a package travel arrangement within the meaning of the consolidated text of the General Law for the Protection of Consumers and Users and other supplementary laws, approved by Royal Legislative Decree 1/2007 of November 16. Therefore, you will benefit from all the rights that apply under EU law to package travel arrangements. Both the Organiser and the retailer agency will be fully responsible for the proper performance of the package travel as a whole. In addition, as required by law, TUI Spain, S.L.U. is covered by a guarantee to reimburse your payments and, if transport is included in the package, to ensure your repatriation in the event of insolvency.

More information about your key rights can be found at the following hyperlink:
<https://www.boe.es/eli/es/rdlg/2007/11/16/1/con>

By following the hyperlink, the traveller will receive the following information:

Key rights under the consolidated text of the General Law for the Protection of Consumers and Users and other supplementary laws, approved by Royal Legislative Decree 1/2007 of November 16:

- Travellers will receive all essential information about the package travel before entering into the contract.
- There will always be at least one trader responsible for the proper performance of all travel services included in the contract.
- Travellers will be provided with an emergency telephone number or details of a contact point where they can reach the organiser or the retailer.
- Travellers may transfer the package travel to another person, with reasonable notice and, where applicable, subject to the payment of additional costs.
- The price of the package may only be increased if specific costs arise (e.g., fuel prices) and if this is expressly stipulated in the contract, and never within the twenty days prior to the start of the package. If the price increase exceeds eight percent of the package price, the traveller may terminate the contract. If the organiser reserves the right to increase the price, the traveller shall also be entitled to a price reduction if the relevant costs decrease.
- Travellers may terminate the contract without paying any penalty and receive a full refund of all payments made if any of the essential elements of the package travel, other than the price, are significantly altered. If the trader responsible for the package cancels it before its start, travellers are entitled to a refund of payments made and, where appropriate, compensation.
- In exceptional circumstances, such as serious security problems at the destination that may affect the package, travellers may terminate the contract before the start of the package without paying any penalty.
- Additionally, travellers may terminate the contract at any time before the start of the package upon payment of an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of it cannot be provided, suitable alternative arrangements must be offered to the traveller at no additional cost. Travellers may terminate the contract without paying any penalty if the services are not performed

as agreed and this substantially affects the execution of the package, and the organiser or, where applicable, the retailer fails to remedy the situation.

- Travellers are also entitled to a price reduction and/or compensation for damages in the event of non-performance or improper performance of the travel services.
- The organiser and the retailer must provide assistance to the traveller if the latter is in difficulty.
- If the organiser or retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and it includes transport, the repatriation of travellers will be guaranteed. TUI Spain S.L.U. has taken out insolvency protection with COMMERZBANK AKTIENGESELLSCHAFT, Spanish Branch, Office 0001 of COMMERZBANK A.G. Spanish Branch in Madrid, which can be contacted in such cases by post at the following address: Paseo de la Castellana 259C, C.P: 28046, Madrid (BIC: COBAESMXXXX), by telephone at 671 665 882, or by email: Alfons.Worner@Commerzbank.com. The competent authority is the General Directorate of Tourism, located at C/ Alcalá nº 26, C.P. 28014, Madrid. Tel. 012.

This notice is solely intended to inform you of the existence of the aforementioned insurance, without any other legal implication regarding its clauses, terms, and conditions. Its guarantees, limits, and sub-limits of the contract shall apply exclusively in the event of a claim, particularly in the case of insolvency.