

Directive (EU) 2015/2302

Further information on your key rights under Directive (EU) 2015/2302:

- The travelers receive all essential information about the package travel before concluding the package travel contract.
- At least one entrepreneur is always liable for the proper provision of all travel services included in the contract.
- Travelers can transfer the package tour to another person within a reasonable period of time and possibly at additional cost.
- Travellers are provided with an emergency telephone number or details of a contact point where they can reach the tour operator or travel agency.
- 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 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 withdraw from the contract. If a tour operator reserves the right to a price increase, the traveler has the right to a price reduction if the corresponding costs decrease.
- Travelers 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, other than the price, are significantly changed. If the trader responsible for the package travel cancels the package travel before the start of the package travel, the travelers are entitled to a refund and possibly to compensation.
- Travelers can withdraw from the contract before the start of the package tour without paying a cancellation fee in the event of extraordinary circumstances, for example 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 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, the traveler must be offered other reasonable arrangements without additional 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 provided in accordance with the contract and this has a significant impact on the performance 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 provided or are not provided properly.
- The tour operator provides assistance to the traveler if he is in difficulty.
- In the event of bankruptcy, payments will be refunded. If the tour operator becomes insolvent after the start of the package tour and if the carriage is part of the package tour, the return carriage of the travelers is guaranteed. Avantgarde Experiences GmbH has taken out insolvency insurance with Deutscher Reisesicherungs fonds GmbH. Travelers can contact this facility (contact details: Deutscher Reisesicherungs fonds GmbH, Sächsische Straße 1, 10707 Berlin, Tel. +49 307 895 4770, e-mail: schadenmeldung@drsf.reise) if they are denied services due to the insolvency of Avantgarde Experiences GmbH.
- Website where Directive (EU) 2015/2302 as transposed into national law can be found: https://www.bmj.de/DE/themen/europa_internationales/umsetzung-richtlinie-eu2015-2302/umsetzung-richtlinie-eu2015-2302_node.html