

## **ANVR Travel Terms and Conditions 2012**

These Travel Terms and Conditions were drawn up in consultation with the Consumers' Association in the framework of the Self-Regulation Coordination Group (Coördinatiegroep Zelfreguleringsoverleg) of the Social and Economic Council (SER). The terms and conditions were last revised in September 2008. Existing legal provisions were taken into account in the preparation of these terms and conditions.

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### **ARTICLE 1 - Introductory provision**

1. In these Travel Terms and Conditions:

*Travel organiser means:* the party whose business consists of providing the public or a group of people with pre-arranged travel packages in its own name.

*Traveller means:*

- a. the other party entering into the contract with the travel organizer, or
- b. the party on whose behalf the travel package has been arranged and who has accepted that arrangement, or
- c. the party to whom the legal relationship with the travel organizer has been transferred in accordance with article 8 of these terms and conditions.

*Travel Contract means:* the contract where the travel organizer undertakes vis-à-vis the other party to provide a pre-arranged travel package offered by it, comprising an overnight stay or a period of more than 24 hours as well as at least two of the following services:

- a. transport;
- b. accommodation;
- c. another tourist service, not related to transport or accommodation, which forms a significant part of the travel package.

*Self-transport packages means:* travel packages in which travellers reserve holiday accommodation but make their own travel arrangements.

*Booking office means:* the company that assists with the arrangement of the travel contract between the traveller and the travel organizer.

*Working days means:* Mondays to Saturdays, with the exception of recognized public holidays.

*Office hours means:* Mondays to Fridays inclusive from 9am - 5.30pm and Saturdays from 10am to 4pm, with the exception of recognized public holidays.

2. These travel terms and conditions apply to all travel contracts as well as contracts relating to self-transport and shuttle coach services. The travel organizer can also stipulate that these travel terms and conditions apply equally to contracts relating to other travel services, provided this is stated in the publication.

3. Prices stated in these terms and conditions include VAT (where applicable).

4. Organizers of cruises, scheduled flight holidays, tours, adventure holidays, travel outside Europe and the Mediterranean countries and self-transport holidays involving the hiring of motorboats or sailing yachts may diverge from the provisions in article 3 paragraph 1 and article 9 paragraph 2. They must clearly inform the traveller of any such divergent provisions in advance.

5. The phrase "Europe and the Mediterranean countries" denotes: the European continent, including the Spanish (Canary) and Portuguese (Madeira, Azores) islands, and all countries in Asia and Africa that border the Mediterranean Sea.

## **ARTICLE 2 - Creation and content of contract**

### **1. Offer and acceptance**

a. The contract is created upon the traveller's acceptance of the travel organizer's offer. Acceptance can be arranged either directly or through the services of a booking office. After the creation of the contract, the traveller receives confirmation as soon as possible, either on paper or electronically, optionally in the form of an invoice.

b. In the case of bookings made via Internet, the travel organizer designs the booking process such that, before acceptance, the traveller is informed that he is entering into a contract. By confirming the booking by the travel organizer, the traveller is committed to this contract.

### **2. Withdrawal of offer**

The offer of the travel organizer is made without obligation and can be withdrawn by the travel organizer if necessary. Withdrawal in order to correct errors in the calculation of the travel sum, or other errors, is permitted. This must take place as soon as possible, stating reasons, and no later than 8 (travel to Europe and the Mediterranean countries) or 16 (travel to other destinations) office hours after acceptance. In this case, the traveller has a right to prompt reimbursement of any moneys paid.

### **3. Evident errors**

Evident errors and evident mistakes are not binding upon the travel organizer. Such errors and mistakes are errors and mistakes which – from the perspective of the average traveller – were or should have been instantly recognized as such.

### **4. Cancellation by trip organizer due to lack of interest**

The travel organizer has the right to terminate the contract with immediate effect if the number of bookings is smaller than the required minimum number. He gives clear details of the period of notice of cancellation and the required minimum number of bookings in the publication. Cancellation must take place in writing and within the term mentioned in the publication. Articles 10 and 12 are not applicable.

## **5. Traveller's duty of disclosure**

- a. The traveller will provide the booking office or travel organizer, before or no later than at the time of concluding the contract, with all details about him/herself and the travellers for whom he/she has made bookings that may be relevant to the conclusion or fulfillment of the contract. Details include the traveller's mobile phone number and e-mail address, if available.
- b. Furthermore, he/she will mention any details regarding the nature or composition of the group of travellers whom he/she has booked that may be relevant to the proper fulfillment of the agreed travel package by the travel organizer. If he/she fails to meet this information requirement and the travel organizer is consequently compelled, in accordance with the provisions in article 15 paragraph 2, to exclude said traveller(s) from (further) participation in the travel package, the costs stated in said article will be charged to him/her.

## **6. The booking party**

- a. Any person who enters into a contract on behalf of or for the benefit of another person (the booking party) is severally liable for all obligations arising from the contract.
- b. All communications and transactions (including payments) between the traveller(s) on the one hand and the travel organization and/or booking office on the other hand are exclusively conducted through the booking party.
- c. The (other) traveller(s) is/are each liable for their own share.

## **7. Published details and restrictions**

- a. If the agreed travel package is advertised in a publication of the travel organizer, the details contained therein form part of the contract.
- b. If the travel organizer has included general provisions in the general part of the programme which are in conflict with the travel terms and conditions, the provisions most favorable to the traveller will prevail.

## **8. Essential needs**

- a. Alternatives or additions to the travel package offered by the travel organizer may be requested on medical grounds (essential medical needs). The travel organizer will make a genuine effort to meet these requests unless it cannot in all reasonableness be expected to do so.

Essential medical needs are subject to the express written approval of the travel organizer.

- b. In this case the travel organizer is entitled to charge the following costs:

- organization costs arising from the alternative or additional service up to € 23.00 per booking (€ 11.00 in the case of self-transport per booking if shorter than 5 days or in the case of travel/accommodation within the Netherlands);
- communication costs;
- any extra costs charged by service providers involved in the fulfillment of the travel package.

- c. The travel organizer shall exclusively consider requests regarding non-medical essential needs (other essential needs) if there is a reasonable chance of meeting such a request. In this case, the travel organizer is entitled to charge the following costs:

- the organization costs arising from the request of € 27.00 per booking (€ 14.00 in the case of self-transport per booking if shorter than 5 days or travel/accommodation within the Netherlands);
- communication costs;
- any extra costs charged by service providers involved in the fulfillment of the travel package.

These requests also require the express written approval of the travel organizer.

## **9. Departure and arrival times**

The travel documents will state the departure and arrival times for the transport components included in the travel package. These times are definite. The travel organizer may only alter these times within reasonable limits and if it cannot be reasonably required to adhere to these times. In this case, articles 11 and 12 are not applicable.

## **10. Airline**

In the case of air transport, as soon as the travel organizer is aware of the identity of the airline to be used it must inform the traveller of this, preferably when the latter is making a booking but no later than the time at which the traveller is given his/her travel documents.

## **11. Information third parties**

The travel organizer is not responsible for general information in photos, brochures, adverts, websites and other information carriers insofar as produced or published under the responsibility of third parties.

## **ARTICLE 3 - Payment**

1. a. Upon the creation of the contract, a deposit must be paid equal to 15% of the total agreed travel sum. Organizers of cruises, scheduled flight holidays, tours, adventure holidays, self-transport holidays involving the hiring of motorboats or sailing yachts and travel outside Europe and the Mediterranean countries may diverge from this. They must clearly inform the traveller of this in advance.

b. In the case of self-transport packages to hotels, the deposit is 20% of the travel sum.

c. In the case of self-transport packages to living units such as bungalows, apartments, on-site caravans and campsite reservations, the deposit is 30% of the travel sum.

2. The remainder of the travel sum must be received by the booking office no later than six weeks before the day of departure (in the case of self-transport, before the first planned date of arrival at booked accommodation).

In the case of late payment, the traveller is in default. He/she is advised of this in writing by or on behalf of the travel organizer, after which he/she has a further opportunity to settle the payable amount within 7 working days. If he/she fails to pay within that period, the contract will be deemed to have been cancelled on the day of default. The travel organizer is then entitled to charge the payable cancellation costs. In this case the provisions of article 9 are applicable and the sum already paid will be deducted from the payable cancellation costs.

3. If the contract is concluded within 6 weeks of the day of departure, the travel sum must be paid immediately and in full.

## **ARTICLE 4 - Travel sum**

1. The advertised travel sum applies per person, unless otherwise indicated. This includes the services and facilities mentioned in the publication, which may or may not be specified in terms of separate cost elements, including the unavoidable additional costs that the traveller is required to pay for the services that he/she is being offered, insofar as these are known at the time of publication. The phrase "unavoidable additional costs" refers to those expenses that are inextricably linked to the service being offered. This does not include the costs of additional services provided by the travel organizer or by third parties at the request of the traveller, such as insurance premiums, as well as costs charged per party upon booking and which vary according to the size of the party in question, and reservation costs – which may vary from one sales channel to another.

2. The advertised travel sum is based on the prices, exchange rates, levies and taxes as known to the travel organizer at the time the publication went to press.

3. As long as the travel sum has not been paid in full, the travel organizer is entitled until

20 days before the day of departure (in the case of self-transport packages, before the first date of arrival at booked accommodation) to increase the travel sum on account of changes in the transport costs (including fuel costs), payable taxes, levies and applicable exchange rates. The travel organizer will indicate how the increase was calculated. Said changes will also lead to a reduction in the travel sum unless the costs incurred in this connection are such that this cannot be reasonably required from the travel organizer. The travel organizer will indicate how the increase was calculated.

4. a. Charter flights in Europe

Contrary to the provisions in paragraph 3, after the creation of the travel contract, the travel organizer will not change the travel sum of charter flights carried out by Dutch airline companies to European destinations and the Mediterranean countries.

b. Other forms of travel

Contrary to the provisions in paragraph 3, after the timely payment of the entire travel sum, the travel organizer will not change the travel sum during the six weeks before the day of departure (in the case of self-travel packages, before the first date of arrival at booked accommodation).

c. Contrary to the provisions in a. and b. and exclusively in the case of unforeseeable – increases in payable taxes or levies, or – extreme increases in transport costs

the travel organizer may increase the travel sum up to 20 days before the day of departure. ANVR and the Consumers' Association jointly determine whether such a situation exists. If no agreement is reached, an independent third party to be appointed in joint consultation will be requested to make a decision that is binding on both parties.

5. a. The traveller is entitled to reject an increase in the travel sum as referred to in the preceding two provisions. He/she must exercise this right – subject to forfeiture – within 3 working days of receiving advice of the increase.

b. If the traveller rejects the increase in the travel sum, the travel organizer is entitled to cancel the contract. It must exercise this right – subject to forfeiture – within 7 working days of the traveller receiving advice of the increase. In this event, the traveller is entitled to waiver of the travel sum or immediate restitution of sums already paid.

Articles 10, 11 and 12 are not applicable.

## **ARTICLE 5 - Information**

1. General information (tailored to individuals holding Dutch nationality) on passports, visas and health formalities (where applicable) will be supplied to the traveller, no later than upon concluding the contract, either by or on behalf of the travel organizer. The traveller him/herself is responsible for obtaining any necessary additional information from the authorities and also for making timely enquiries before departure to ascertain whether the earlier-obtained information has not changed in the meantime.

2. If the traveller is unable to take part in the (entire) trip because of the absence of any (valid) document, this and all resulting consequences will be for his account, unless the travel organizer has promised to supply that document and can be held responsible for the absence of that document or the travel organizer has failed in its obligation to provide information as stipulated in the above provision.

3. The traveller him/herself is responsible for having the required documents on their person, such as a passport that meets all the requisite validity criteria, or, where permitted, a tourist identity card and any required visas, proof of inoculations and vaccinations, driving license and green card.

4. The traveller will be informed of the possibility of taking out holiday cancellation insurance and travel insurance either by or at the request of the travel organizer.

## **ARTICLE 6 - Travel documents**

1. The travel organizer will place the required travel documents in the possession of the traveller no later than 10 days before the day of departure (in the case of self-transport packages, before the first date of arrival at booked accommodation), unless this cannot be reasonably required of the travel organizer.
2. If the traveller has not yet received the required travel documents by at most 5 working days before departure, he/she will notify the travel organizer or the booking office without delay.
3. a. If a travel package is booked within 10 days before the day of departure (in the case of self-transport packages: before the first date of arrival at booked accommodation), the travel organizer or the booking agency will indicate when and in what manner the required travel documents will be placed in the possession of the traveller.  
b. If the traveller has not received these accordingly, he/she will notify the travel organizer or the booking agency without delay.

## **ARTICLE 7 - Changes instigated by the traveller**

1. After the creation of the contract the traveller may request changes to the contract. This is subject to the condition that the traveller pays the changed travel sum less any payments already made. In addition he/she is required to pay booking change costs of € 27.00 per booking (in the case of self-transport packages, € 14.00 if shorter than 5 days or with travel/accommodation in the Netherlands) and any communication costs. A decision about the request will be taken as soon as possible. These changes will be made insofar as possible up to 28 days before departure and in this case will be confirmed in writing by the travel organizer.
2. Rejections will be motivated with reasons and promptly communicated to the traveller. The traveller can maintain or cancel the original contract. In the latter case, article 9 will be applicable. If the traveller fails to respond to the rejection of his/her request, the original contract will be carried out.
3. A change to the date of departure or a reduction in the number of paying passengers is treated as a (partial) cancellation subject to article 9. In this case, no booking change or communication costs are payable.

## **ARTICLE 8 - Substitution**

1. The traveller may allow him/herself to be substituted by another person, provided this takes place in good time before departure. Substitution is subject to the following conditions:
  - the other person meets all conditions governing the contract; and
  - the request is submitted no more than 7 days before departure or in sufficient time to permit completion of the necessary actions and formalities; and
  - the conditions of the service providers involved in the fulfillment of the contract do not oppose such a substitution.
2. The applicant, the traveller and the substitute are severally liable vis-à-vis the travel organizer for the payment of the outstanding part of the travel sum, the costs of the change and communication mentioned in article 7, paragraph 1 and any extra costs resulting from the substitution.

## **ARTICLE 9 - Cancellation by the traveller**

### **1. Standard cancellation charges**

If a contract is cancelled, the traveller is liable to pay cancellation charges in addition to any booking charges. The cancellation charges are as follows:

- cancellation up to the 42nd day (exclusive) before the day of departure: the deposit.
- cancellation from the 42nd day (inclusive) up to the 28th day (exclusive) before the day of departure: 35% of the travel sum;

- cancellation from the 28th day (inclusive) up to the 21st day (exclusive) before the day of departure: 40% of the travel sum;
- cancellation from the 21st day (inclusive) up to the 14th day (exclusive) before the day of departure: 50% of the travel sum;
- cancellation from the 14th day (inclusive) up to the 5th day (exclusive) before the day of departure: 75% of the travel sum;
- cancellation from the 5th day (inclusive) up to the day of departure: 90% of the travel sum;
- cancellation on the day of departure or later: the full travel sum.

## **2. Non-standard cancellation charges**

a. In the case of self-transport packages to living units such as bungalows, apartments, motorboats, sailing yachts, on-site caravans and campsite reservations, in addition to any booking charges, the cancellation charges are as follows:

- cancellation up to the 42nd day (exclusive) before the day of departure: the deposit.
- cancellation from the 42nd day (inclusive) up to the 28th day (exclusive) before the day of departure: 60% of the travel sum;
- cancellation from the 28th day (inclusive) up to the day of departure: 90% of the travel sum;
- cancellation on the day of departure or later: the full travel sum.

b. If a travel package is compiled of various components that are subject to different cancellation provisions, the specific provisions governing each component will be applicable.

c. Organizers of cruises, tours, adventure holidays and travel outside Europe and the Mediterranean countries may diverge from the provisions in paragraph 2. They must inform the traveller of this in advance.

d. If the transport takes place by scheduled flight or special services are provided, such as camper hire, hire of motorboats or sailing yachts, car hire, national parks and cultural or sports events, divergent cancellation provisions may be applicable to said transport or special services. These are communicated to the traveller in advance.

## **3. Partial cancellation**

a. If a traveller in a touring company cancels his contract for a shared stay in a hotel, apartment, holiday home or other form of accommodation, then he will have to pay cancellation charges.

b. If the size of the remaining touring party is covered by the price list for the relevant accommodation, the trip organizer will provide the remaining travellers with an amended proposal based on the new group size for the same accommodation and the same period.

c. The new amount for the remaining travellers as referred to under b. will be in accordance with the price list. The standard conditions of payment as listed in article 3 will apply.

d. If the proposed change cannot be executed or is not accepted, then all contracts will be cancelled and all travellers will have to pay cancellation charges.

e. The total amount of the cancellation charges and the new amount shall not be higher than the total amount for the original travelling party. Any excess will be deducted from the new amount.

## **4. Reduced loss**

The traveller who cancels the travel package is obliged to pay the cancellation costs in conformity with the provisions in the previous paragraphs, unless he/she can demonstrate with reasons that the loss suffered by the travel organizer is lower. In that case the travel organizer will charge the lower loss. Loss is understood to mean any losses suffered as well as lost profits.

## **5. No loss in case of limitation of cover**

Travel packages subject to limitation of cover imposed by the Calamiteitenfonds Reizen (Travel Calamity Fund) can be cancelled free of charge from 30 days before departure.

## **6. Cancellations outside office hours**

Cancellations outside office hours are deemed to have been made on the next working day.

## **7. Substitution**

If the traveller opts for substitution rather than cancellation, article 8 is applicable.

## **ARTICLE 10 - Cancellation by the travel organizer**

1. The travel organizer has the right to cancel the contract on account of weighty circumstances.
2. Weighty circumstances are circumstances that are of such a nature that the travel organizer can no longer be reasonably required to fulfill the contract.
3. A limitation of cover imposed by the Calamiteitenfonds Reizen (Travel Calamity Fund) on the contract is a weighty circumstance.
4. a. If the cause of the cancellation is attributable to the traveller, the traveller is liable for the resulting loss.  
b. If the cause of the cancellation is attributable to the travel organizer, the travel organizer is liable for the resulting loss. Whether this is the case is determined on the basis of article 12.  
c. If the cause of the cancellation is attributable to neither the traveller nor the travel organizer, each party bears its own share of the loss as worked out in greater detail in article 13.
5. If the travel organizer saves money as a result of the cancellation, the traveller is entitled to his/her share of that saving.

## **ARTICLE 11 - Changes instigated by the travel organizer**

1. a. The travel organizer has the right to make changes to the agreed service on the grounds of weighty circumstances as described in greater detail in article 10 paragraph 2. He shall notify the traveller of said circumstances within 72 hours (3 working days) of the moment that the travel organizer was informed of the change. From 10 days before the departure (in the case of self-transport packages, before the first date of arrival at booked accommodation), these circumstances must be communicated within 24 hours (1 working day).  
b. If the change in question involves one or more substantial points, then the traveller is entitled to reject the change(s).  
c. If the change in question involves one or more non-substantial points, then the traveller is only entitled to reject the change if the disadvantage caused to him/her by the change can be deemed to be greater than negligible.  
d. If the travel organizer saves money as a result of the change, the traveller is entitled to his/her share of that saving.
2. a. In the event of a change, the travel organizer will make the traveller an alternative offer if possible. This offer must be made within 72 hours (3 working days). From 10 days before the departure (in the case of self-transport packages, before the first date of arrival at booked accommodation), the applicable term is 24 hours (1 working day).  
b. The alternative offer must be at least equal to the original offer. The equality of alternative accommodation must be assessed according to objective criteria and should be determined according to the following circumstances which must be evident from the alternative offer:
  - the situation of the accommodation in the place of destination;
  - the nature and class of the accommodation;

– the other facilities offered by the accommodation.

The assessment referred to here must take account of:

- the composition of the group of travellers;
- the special characteristics of the traveller(s) in question that are known to and have been confirmed in writing by the travel organizer and which the traveller(s) indicated as being of essential importance;
- the alternatives or additions to the programme requested by the traveller and confirmed and approved in writing by the travel organizer;

3. a. The traveller who exercises his/her right to reject the change or the alternative offer on the grounds of the previous paragraphs must make this known within 72 hours (3 working days) of receiving advice of the change or the alternative offer. From 10 days before the departure, the applicable term is 24 hours (1 working day).

b. In that case the travel organizer has the right to cancel the contract with immediate effect. It must exercise this right – subject to forfeiture – within 72 hours (3 working days) of the traveller receiving the rejection. From 10 days before the departure (in the case of self-transport packages, before the first date of arrival at booked accommodation), the applicable term is 24 hours (1 working day).

In that case the traveller is entitled to waiver or restitution of the travel sum (or, if part of the travel package has already been completed, to restitution of a proportionate part thereof) within 2 weeks, without prejudice to any rights to compensation as intended in paragraph 4.

4. a. If the cause of the change is attributable to the travel organizer, the travel organizer is liable for the resulting loss to the traveller. Whether this is the case is determined on the basis of article 12.

b. If the cause of the change is attributable to the traveller, the traveller is liable for the resulting loss.

c. If the cause of the change is attributable to neither the traveller nor the travel organizer, each party bears its own share of the loss as worked out in greater detail in article 13.

5. If, after the start of the agreed travel package, a significant part of the services set out in the contract cannot be provided, then the travel organizer will make appropriate alternative arrangements with a view to safeguarding the continuation of the trip. See Article 13 for details of the associated costs.

If such arrangements are not possible, the travel organizer will provide the traveller(s) with equivalent transport that will take him/her/them back to the place of departure or other return destination agreed with the traveller(s). See Article 13 for details of the associated costs.

6. Without prejudice to the provisions in article 15 paragraph 4, the travel organizer is obliged to inform the traveller of any changes made by it to the departure times.

In relation to the return journey, this obligation does not apply to travellers who have exclusively booked transport and/or whose accommodation address is not known.

## **ARTICLE 12 - Liability and force majeure**

1. Without prejudice to the provisions in articles 10 and 11, the travel organizer is obliged to fulfill the contract in accordance with the expectations that the traveller was reasonably entitled to have on the grounds of the contract.

2. If the travel package fails to meet the expectations referred to in paragraph 1, the traveller is obliged to advise those involved as soon as possible, as referred to in article 17 paragraph 1.

3. If the travel package fails to meet the expectations mentioned in paragraph 1, the travel organizer is obliged - without prejudice to the provisions in articles 13, 14 and 15 - to compensate any loss or damage suffered by the traveller unless the failure to fulfill the contract cannot be attributed to the travel organizer or the person assisting with the fulfillment of the contract, because:

a. the failure to fulfill the contract can be attributed to the traveller; or

- b. the failure to fulfill the contract could not be foreseen or could not be remedied and is attributable to a third party who is not involved in the delivery of the services included in the travel package; or
  - c. the failure to fulfill the contract is attributable to an event that the travel organizer or person assisting with the fulfillment of the contract could not, despite exercising all due care, foresee or rectify; or
  - d. the failure to fulfill the contract is due to force majeure as mentioned in paragraph 4 of this article.
4. Force majeure refers to abnormal and unforeseeable circumstances that took place independently of the will of the person invoking such circumstances and the consequences of which could not be avoided despite all precautions.

#### **ARTICLE 13 - Aid and assistance**

1. a. The travel organizer is obliged, depending on the circumstances, to afford the traveller aid and assistance if the trip does not live up to the expectations that the latter could reasonably have on the grounds of the contract. The ensuing costs are borne by the travel organizer, if the failure to fulfill the contract can be attributed to it, in accordance with article 12 paragraph 3.
  - b. If the cause is attributable to the traveller, the travel organizer is only obliged to afford aid and assistance insofar as this can be reasonably required. In this case, the costs are borne by the traveller.
2. If the trip fails to meet the expectations that the latter could reasonably have on the grounds of the contract due to circumstances attributable to neither the traveller nor the travel organizer, each party will bear its own loss. For the travel organizer this will include the use of additional manpower; for the traveller this will include additional accommodation and repatriation costs.

#### **ARTICLE 14 - Exclusion and limitation of travel organizer's liability**

1. a. If any service included in the travel package is governed by a Treaty that acknowledges or permits exclusion or limitation of the service provider's liability, the travel organizer's liability is accordingly excluded or limited.
  - b. Nor is the travel organizer liable if and insofar as the traveller has been able to claim his/her loss under an insurance policy, such as a travel and/or holiday cancellation insurance policy.
2. If the travel organizer is liable vis-à-vis the traveller for loss of enjoyment, the compensation will not exceed the travel sum.
3. Without prejudice to the preceding provisions of this article, the travel organizer's liability for loss resulting from causes other than the death or injury of the traveller is limited to at most three times the travel sum, unless the travel organizer is guilty of willful intent or gross negligence. In that case the liability is unlimited.
4. The exclusions and/or limitations of the travel organizer's liability included in this article also apply to the staff of the travel organizer, the booking office and the service providers involved, as well as their staff, unless this is excluded by a Treaty or Act.

#### **ARTICLE 15 - The traveller's obligations**

1. a. The traveller(s) is/are obliged to comply with all instructions of the travel organizer to promote the proper fulfillment of the travel package and is/are liable for loss caused by any improper conduct on his/her/their part. The criterion for judging whether conduct is improper will be the conduct of a properly behaved traveller.
2. a. The traveller who causes or may cause so much nuisance or trouble that the proper fulfillment of a travel package is or may be greatly hindered can be excluded from (continuing) the trip by the travel organizer, if the latter cannot be reasonably required to fulfill the contract.
- b. All ensuing costs are borne by the traveller if and insofar as the consequences of the nuisance or trouble can be attributed to him/her. If and insofar as the cause of the

exclusion cannot be attributed to the traveller, the travel sum will be wholly or partly refunded to him/her.

3. The traveller is obliged wherever possible to avoid or limit any loss or damage, particularly by meeting his/her reporting obligation as described in greater detail in article 17 paragraph 1.

4. Every traveller must check the exact time of departure for the return journey with the tour holiday representative or the travel organizer's local representative no more than 24 hours before the indicated time of departure.

#### **ARTICLE 16 - Interest and collection costs**

The traveller who fails to fulfill a financial obligation to the travel organizer on time is required to pay legal interest over the outstanding amount.

In addition, he/she is required to refund any out-of-court settlement costs equal to 15% of the claimed sum, unless this amount, given the collection work involved and the payable amount, is unfair.

#### **ARTICLE 17 - Complaints**

1. a. An identified shortcoming in the fulfillment of the contract as referred to in article 12 paragraph 2, must be reported in situ as soon as possible, to enable an effort to be made to resolve the problem. To this end, the traveller should report – in this order – to the relevant service provider, the tour holiday representative or, if this individual is not present or cannot be reached, the travel organizer. If the shortcoming is not resolved within a reasonable term and the quality of the trip suffers as a consequence, this must in any event be reported without delay to the travel organizer.

b. If a shortcoming cannot be satisfactorily resolved in situ, the travel organizer will provide adequate facilities for this to be recorded as a written complaint in the manner prescribed (complaint report).

c. The travel organizer will provide information in the travel documents concerning with procedure to be followed in situ, the contact details, and the availability of those involved.

d. The communication costs will be refunded by the travel organizer unless it can be demonstrated that there was no good reason to incur said costs.

e. If the traveller failed to meet the reporting obligation and to produce a complaints report and the service provider or the travel organizer was, as a result, not given an opportunity to rectify the shortcoming, his/her right to compensation may be excluded or limited.

2. a. If a complaint is not satisfactorily resolved, it must be submitted in writing with reasons to the booking office within one month after the termination of the travel package or received service or after the original date of departure. The traveller should append a copy of the complaints report to this written complaint.

b. If the complaint concerns the actual contracting procedure, it must be submitted to the booking office within one month of the traveller ascertaining the facts relating to the complaint.

c. If the traveller fails to submit the complaint in time, the travel organizer will not take it into consideration unless the late submission cannot be reasonably attributed to negligence on the part of the traveller. The travel organizer will inform the traveller of this in writing or electronically.

d. Within one month of receiving the complaint, the travel organizer will produce a written response to the content of the complaint.