

The combination of travel services offered to you is an all-inclusive package tour according to Directive (EU) 2015/2302.

Thus, you can avail yourself of all EU rights that pertain to package tours. The company SPLASHLINE Travel und Events GmbH is responsible for the proper performance of the entire package tour.

In addition, the SPLASHLINE company is insured as prescribed by law. In the event the company becomes insolvent, your payments will be reimbursed, and your return transportation assured, if transportation is included in the package tour.

The most important rights according to Directive (EU) 2015/2302

- Travelers are provided all essential and relevant information about the package tour prior to completing the package travel contract.
- At least one tour operator is always responsible for the proper performance of all travel services included in the travel service contract.
- Travelers are provided an emergency telephone number or details for a contact point to enable them to reach the travel organizer or travel agency.
- For additional costs, travelers may transfer the package tour to another person within a reasonable time-frame and under certain conditions.
- The price of the package tour may only be increased if certain costs increase (for example, fuel costs), if this is explicitly stated in the contract, and in every case only up to 20 days before the trip begins at the latest. If the price increase exceeds 8 % of the package tour price, the traveler has the right to withdraw from the contract. If the travel organizer has retained the right to increase the price, and the corresponding costs decrease, the traveler has the right to a price discount.
- If the elements of the travel package (apart from the price) change substantially, then travelers can withdraw from the contract without a cancellation fee and with full reimbursement of payments they have made. If the contractor responsible for the package tour cancels before the trip begins, travelers have the right to reclaim their funds and in certain circumstances to be compensated for their inconvenience.
- In exceptional circumstances, travelers may withdraw from the contract without paying a cancellation fee prior to the start of the package tour if, for instance, any serious security problems exist at the destination which would adversely affect the tour.
- Travelers can withdraw from the contract at any time before the package tour begins by paying a reasonable and acceptable cancellation fee.
- If, after the start of the trip, essential parts of the travel package cannot be carried out in accordance with the agreement, the travelers will be offered other suitable arrangements without additional costs. The traveler can withdraw from the contract without paying a cancellation fee if services are not provided in accordance with the contract and this significantly impacts the ability to provide the contractual travel package services and the travel organizer fails to remedy it.
- The traveler has a right to a price concession and/or compensation if the travel services are either not provided or not provided in an orderly manner.
- The travel service organizer aids the traveler if the traveler is in difficulty.

- If the travel organizer or – in a few EU member countries, the travel provider – becomes insolvent, payments will be reimbursed. If the insolvency occurs after the start of the package tour and the transportation is part of the package, return transportation of the travelers is guaranteed. SPLASHLINE has bankruptcy insurance with UNIQA Austria. Travelers can contact the Claims Processor „call us Assistance International GmbH“, Waschhausgasse 2, 1020 Vienna, Tel. +43/ (0)1/ 316 70 – 895, Email splashline@callus.com, if you are denied services because of the insolvency of SPLASHLINE .