

## STANDARD INFORMATION FORM FOR TRAVEL PACKAGE CONTRACTS

Dear clients,

The combination of travel services proposed to you is a package under **Directive (EU) 2015/2302**, implemented in Italy with **Legislative Decree 21.5.2018, n. 62** that has modified **articles 32–51 of Legislative Decree 79/2011 of the Tourism Code**. Therefore, you will benefit from all the EU rights that apply to the packages.

**Dolomite Mountains s.r.l. - based in Strada Micurá de Rù, 23°, 39036 San Cassiano in Badia (BZ)** – is fully responsible, pursuant to **art. 42 of the Tourism Code**, of the correct implementation of the package as a whole. Furthermore, as required by law, Dolomite Mountains s.r.l. has protection to reimburse your payments and, if the transport is included in the package, guarantee your repatriation if you become insolvent.

The Data Controller wishes to inform you of the following fundamental rights pursuing the **Directive (EU) 2015/2302**:

1. Customers will receive all the essential information on the package before the conclusion of the travel package contract, as indicated in the pre-contractual Information available when purchasing a travel package and sending the final itinerary;
2. Dolomite Mountains s.r.l. is responsible for the correct execution of the travel services included in the contract;
3. An emergency telephone number or contact point will be communicated to customers to reach Dolomite Mountains s.r.l.;
4. Customers may transfer the package to another person, subject to reasonable notice and possibly upon payment of additional costs.
5. The package price can only be increased if specific costs increase (for example, fuel prices, national and local taxes, etc.) and if expressly provided for in the contract and, in any case, no later than 20 days from the start of the package. If the price increase exceeds 8% of the package price, the customer can terminate the contract. If the Vendor reserves the right to increase the price, the Customer is entitled to a price reduction if there is a decrease in the relevant costs;
6. Customers may terminate the contract without matching termination fees and obtain full reimbursement of payments if any of the essential items of the package, different from the price, has changed substantially. If, before the start of the package, the professional responsible for the package cancels the same, Customers have the right to obtain reimbursement and, where appropriate, indemnity;

7. Customers may, under exceptional circumstances, terminate the contract without having to pay termination fees before the start of the package, for example, if there are serious safety problems at the destination, which may affect the package. Moreover, Customers can, at any time before the start of the package, withdraw from the contract on payment of standard penalties as indicated above or, failing that, the appropriate and justifiable ones calculated pursuant to **art. 41, paragraph 1 of the Tourism Code**;
8. If, after the start of the package, substantial elements of the same can not be provided as agreed, then the eligible Customer must be offered alternative solutions without extra charge. Customers can terminate the contract without corresponding termination costs if the services are not performed according to what has been agreed, and this significantly affects the execution of the package and the Vendor has not remedied the problem;
9. Customers also have the right to either a price reduction or compensation or both for damages in case of non-compliant or non-compliant execution of the travel services;
10. The Vendor is required to provide assistance if the Customer is in difficulty;
11. If the organizer or, in some Member States, the Vendor becomes insolvent, the payments will be repaid. If the organizer or, where appropriate, the vendor becomes insolvent after the start of the package and if the transport is included in it, the repatriation of customers is guaranteed.

Dolomite Mountains s.r.l. has signed a protection in the event of insolvency through the Guarantee Fund with the company:

- Name of the Company: xxxx
- Registered office: xxxx
- Mail: xxxx
- Certified E-mail (PEC): xxxx
- Fax: xxxxx
- Tel: xxxx

Customers can contact this organization or, where appropriate, the Ministry of Cultural Heritage and Tourism - General Directorate of Tourism, a competent Italian authority pursuant to **art. 48, paragraph 2 of the tourism code, based in Via del Collegio Romano, 27, 00186 Roma, Italy. Tel +39 800 99 11 99** - if the services are denied due to insolvency of the Organizer and Seller.

For more information on the fundamental rights of the purchaser of travel packages as defined by **art 32, comma 1, letter G of the Tourism Code**, please consult the text in accordance with **Directive (EU) 2015/2302 and by D.Lgs. 21.5.2018**, number 62 of transposition, published on the website

[www.gazzettaufficiale.it/eli/id/2018/06/06/18G00086/sg](http://www.gazzettaufficiale.it/eli/id/2018/06/06/18G00086/sg)

