

Standard Information Form

Pre-Contractual information form, pursuant to Article 34 of the Tourism Code – Italian Legislative Decree 79/2011 (Annex A – Part II of Italian Legislative Decree 62/2018)

The combination of tourism services offered to you is a package pursuant to Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights that apply to tourism packages. The Organiser of the package (as defined by Art. 32, par. 1, letter i of the Tourism Code) is Holiday System srl in conformity with Art. 42 of the Tourism Code, and is fully responsible for the proper execution of the package as a whole.

In addition, as required by law, the Organiser has protection to refund your payments and, if transportation is included in the package, guarantee your repatriation in the event they become insolvent.

Basic rights pursuant to (EU) Directive 2015/2302:

1. Travellers will receive all essential information about the package prior to the concluding the package contract.
2. There will always be at least one professional responsible for the proper execution of all tourism services included in the contract.
3. Travellers are given an emergency phone number or the details of a point of contact through which the organiser or travel agent can be contacted.
4. Travellers may transfer the package to another person upon reasonable notice and payment of additional fees.
5. The price of the package may only be increased if specific costs increase (for example, fuel prices) and if expressly envisaged by the contract and, in any case, no later than 20 days after the start of the package. If the price increase is greater than 8% of the package price, the traveller may terminate the contract. If the organiser reserves the right to increase the price, the traveller is entitled to a price reduction if there is a decrease in the relevant costs.
6. Travellers may terminate the contract without paying termination fees and obtain a full refund of payments if any of the essential elements of the package, other than the price, are materially changed. If, prior to the start of the package, the professional responsible for the package cancels the package, travellers are entitled to obtain a refund and, if applicable, compensation.
7. In exceptional circumstances, travellers may terminate the contract without paying termination costs before the package begins, e.g. if there are serious problems concerning safety at the destination location which might jeopardise the package holiday. - Furthermore, travellers may at any time, before the beginning of the package, terminate the contract upon payment of suitable and justifiable termination expenses.
8. If, after the start of the package, substantial elements of the same cannot be provided as agreed, suitable alternative solutions must be offered to the traveller, at no extra charge. Travellers may terminate the contract, without paying termination fees, if the services are not performed as agreed and this significantly affects the performance of the package and the organiser has not remedied the problem.
9. Travellers also have the right to a price reduction and/or compensation for damages if the tourism services are not provided or are non-compliant.
10. The organiser is obliged to provide assistance if the traveller is in difficulty. - If the organiser or, in some member states, the seller becomes insolvent, payments will be refunded. If the organiser or, as the case may be, the seller, becomes insolvent after the start of the package and if transportation is included in the package, repatriation for the travellers will be guaranteed. Holiday System srl. has stipulated a protection policy in the event of insolvency with Tua Assicurazioni S.p.A., Largo Nuvolari 1 20143 Milan, tel. 800533533, with which

the Organiser declares to have entered into specific surety policy no. 40324512001219 which insures, in cases of insolvency or bankruptcy of the Organiser, the refund of the price paid for the purchase of the package, in addition to any expenses incurred for the immediate return of the Participant (in case of travel abroad), within the limit of the maximum of € 270,000.00.

For more information on the fundamental rights of the Traveller (as defined by Art. 32, paragraph 1, letter g of the Tourism Code) consult the text of Directive (EU) 2015/2302 on the official website of the European Union - <https://eur-lex.europa.eu/> and the transposing Legislative Decree no. 62 of 21 May 2018.