

Standard Information Form

Pre-contractual information form pursuant to art. 34 of the Tourism Code – Legislative Decree 79/2011
(Annex A – Part II of Legislative Decree 62/2018)

The combination of travel services that is offered to you is a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all EU rights that apply to packages. The organizer of the package (as defined by art.32, paragraph 1, letter i of the Tourism Code) is Holiday System srl, fully responsible, pursuant to art. 42 of the Tourism Code, of the correct execution of the package as a whole.

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

Fundamental rights under Directive (EU) 2015/2302:

1. Travellers will receive all essential information about the package before the conclusion of the package travel contract.
2. There is always at least one professional responsible for the correct performance of all the tourist services included in the contract.
3. Travellers shall be provided with an emergency telephone number or the details of a contact point through which they can reach the organiser or travel agent.
4. Travellers may transfer the package to another person, subject to reasonable notice and possibly upon payment of additional costs.
5. The price of the package may only be increased if specific costs (e.g. fuel prices) increase and if expressly provided for in the contract and, in any case, no later than 20 days before the start of the package. If the price increase is more than 8% of the package price, the traveler can 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, have changed substantially. If, before the start of the package, the professional responsible for the package cancels the package, travellers have the option of obtaining reimbursement and, if applicable, compensation.
7. Travellers may, in exceptional circumstances, terminate the contract without paying a termination fee before the start of the package, for example if there are serious security problems at the place of destination that may affect the package. - In addition, travellers may terminate the contract at any time before the start of the package upon payment of appropriate and justifiable termination fees.
8. If, after the start of the package, substantial elements of the package cannot be provided as agreed, suitable alternative solutions must be offered to the traveller, without a price supplement. 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 are also entitled to a price reduction and/or compensation for damages in the event of non-performance or non-compliance with the performance of underage tourist services, even if committed abroad.
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, where applicable, the seller becomes insolvent after the start of the package and if transport is included in the package, the repatriation of travellers is guaranteed. Holiday System srl has taken out protection in the event of insolvency with VITTORIA ASSICURAZIONI Spa (Policy number 631.36.931094 - Consorzio FOGAR - FIAVET).

Travellers may contact this entity or, where appropriate, the competent authority (the Ministry of Cultural Heritage and Activities and Tourism Directorate-General of Tourism, Italian competent authority pursuant to Article 48, paragraph 2 of the Tourism Code) if the services are denied due to the insolvency of the Holiday System organiser.

For more information on the fundamental rights of the Traveller (as defined by Article 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 Legislative Decree 21.5.2018, no. 62 of transposition.