

A standard information form for contracts for the participation in a tourism event

An annex to an offer by INPASSA Zenon Znamirowski, Bałucianka 40, 38-481 Rymanów-Zdrój

The presented combination of tourist events constitutes a tourism event as defined by a EU directive (UE) 2015/2302.

As a result, all EU rights and regulations connected to a tourism event apply.

What is more, the Organizer has an insurance guarantee the aim of which is to provide a Client with a refund as well as provide a Client with transportation to the home country in case transportation constitutes a part of a tourism event and the Organizer becomes insolvent.

The most essential rights according to the EU directive (UE) 2015/2302:

- Before signing contract for the participation in a tourism event, travelers are to receive all essential information regarding the event
- At least one company is always responsible for the adequate provision of all services included in the contract
- Travelers are to receive an emergency number or contact information of a consulting point thanks to which enable contact with the Organizer or a tourist agent
- Travelers have a right to transfer a tourism event to another person on condition that it is done at a reasonable date and they agree to cover possible additional costs resulting from the transfer.
- The price of a tourism event may be increased only if certain costs increase (i.e. the price of gas) and it was directly stated in the contract. The increase of the price must not take place later than twenty days before the commencement of the tourism event. If the increase exceeds eight per cent of the price of a tourism event, a traveler has a right to withdraw from the contract. If an organizer reserves the right to increase the cost, a client has a right to receive the service at a lower price if certain costs decrease.
- Travelers have a right to withdraw from the contract with no additional cost and receive a full refund of all payments if one of the vital parts of a tourism event (other than the price) changes considerably. If a company responsible for a tourism event cancels the event before its commencement, travelers have a right to receive a refund of all payments and, in certain cases, a compensation.
- In exceptional circumstances, i.e. if major security threats occur at the destination and affect a tourism event, travelers have a right to withdraw from the contract before the commencement of an event and are not to be charged additional costs for such a withdrawal.

- Furthermore, travelers have a right to withdraw from the contract at any time before the commencement of a tourism event, however, relevant and justified additional costs apply.
- If during a tourism event it becomes evident that certain vital parts of this event cannot take place as described in the contract, adequate alternative services are to be offered free of additional charge. If services are not performed according to the contract, which affects the tourism event considerably, and the organizer fails to resolve the problem, travelers have a right to withdraw from the contract with no additional costs for such a withdrawal.
- Travelers are also entitled to a lower price or a compensation for loss if tourism services are not performed or performed inadequately .
- An organizer is to provide a traveler with assistance if they find themselves in a difficult situation.
- If an organizer becomes insolvent, payments are to be returned. If an organizer becomes insolvent once a tourism event has commenced and the event includes transportation, a journey back home is guaranteed. The Organizer has an insurance guarantee provided by SIGNAL IDUNA Polska S.A. Insurance Company, Warsaw 01-204, ul. Siedmiogrodzka 9 on insolvency. Travelers are to contact the aforementioned insurance company or, in certain cases, to an appropriate institution if services are refused due to the Organizer's insolvency.

The EU Parliament and the Council of Europe directive (UE) 2015/2302 dated 25th Nov 2015 regarding tourism events and related tourist services, amending order (UE) 2015/2302 and the EU Parliament and the Council of Europe directive 2011/83/UE and rescinding a directive of the Council 90/314/EWG

<https://eur-lex.europa.eu/legal-content/PL/TXT/?uri=CELEX%3A32015L2302>

The bill regarding tourism events and related tourist services dated 24th Nov 2017

<https://isap.sejm.gov.pl/isap.nsf/download.xsp/WDU20170002361/U/D20172361Lj.pdf>