

# STANDARD INFORMATION FORM FOR PACKAGE TRAVEL CONTRACTS

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302, transposed in Italy by Legislative Decree no. 62 of 21/05/2018. Therefore, you will benefit from all EU rights that apply to packages.

**VENICE TOURS S.R.L.** – with its registered office at San Marco #1130, 30124 Venice – will be fully responsible for the proper execution of the package as a whole.

Additionally, as required by law, **VENICE TOURS S.R.L.** has protection in place to refund your payments and, if transportation is included in the package, to ensure your repatriation in the event it becomes insolvent.

## Fundamental rights under Directive (EU) 2015/2302:

1. Travelers will receive all essential information about the package before concluding the travel contract, as listed in the online catalog (website [www.venicecitytours.it](http://www.venicecitytours.it)).
2. Venice Tours S.r.l. is responsible for the proper performance of all travel services included in the contract.
3. Travelers are given an emergency telephone number or the details necessary to contact the organizer or the travel agent.
4. Travelers may transfer the package to another person, subject to reasonable notice (not less than 7 days) and, where applicable, upon payment of additional costs.
5. The price of the package may only be increased if specific costs increase (for fuel, taxes and service charges, or exchange rates relevant to the package) and if expressly provided for in the contract, and in any event not later than 20 days before the scheduled departure date. If the price increase exceeds 8% of the package price, the traveler may terminate the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a price reduction if there is a decrease in the relevant costs.
6. Travelers may terminate the contract without paying any termination fee and receive a full refund of payments if any of the essential elements of the package, other than the price, is changed significantly. If the professional responsible for the package cancels it before the start of the package, travelers are entitled to a refund and, where applicable, compensation.
7. Travelers may terminate the contract without paying any penalty under exceptional circumstances (e.g., if there are serious security problems at the destination that could affect the package). Additionally, travelers may terminate the contract at any time before the start of the package, subject to paying appropriate and justifiable termination fees.
8. If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements must be offered to the traveler at no extra cost. Travelers may terminate the contract without paying any penalty if services are not performed in accordance with the contract, significantly affecting the performance of the package, and the organizer fails to remedy the problem.
9. Travelers are also entitled to a price reduction and/or compensation for damages in the event of non-performance or improper performance of the travel services.
10. The organizer is required to provide assistance if the traveler is in difficulty.
11. If the organizer or, in some Member States, the seller becomes insolvent, payments will be refunded. If the organizer or, where applicable, the seller becomes insolvent after the start of the package and if transport is included, the travelers' repatriation will be guaranteed.

VENICE TOURS S.R.L. is covered by the Fondo Vacanze Felici S.c.a.r.l. with certificate 1574. Tourists who have purchased a cruise, a travel package organized or intermediated by Venice Tours S.r.l. are protected by the Fondo Vacanze Felici S.c.a.r.l. – Via Larga #6 – Milan – VAT & Tax Code 09566380961

In case of insolvency or bankruptcy, tourists may contact the Fondo Vacanze Felici S.c.a.r.l. at the following: Tel: 02.92979050, email: [segreteria@fondovacanzefelici.it](mailto:segreteria@fondovacanzefelici.it)

The website [www.fondovacanzefelice.it](http://www.fondovacanzefelice.it) provides information on the operation of the Fund, refund requests, and relevant legislation.

Legislative Decree no. 62 of 21/05/2018, transposing EU Directive 2015/2302, can be consulted on the official gazette website at the following web address: <http://www.gazzettaufficiale.it/eli/id/2018/06/06/18G00086/sg>

**Venice Tours S.r.l. license 4M Authorization Metropolitan City of Venice. 659/2018 of 06/03/2018**  
**Registered Office: San Marco #1130 – 30124 Venice Tax Code and VAT Number 04351870276**  
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