

PRE-CONTRACTUAL INFORMATION FORM

Standard information form for tourist package contracts where the use of hyperlinks is possible (hyperlink) pursuant to Article 34 of the Tourism Code - Legislative Decree 79/2011 (ANNEX A - Part I of Legislative Decree 62/2018)

The combination of tourist services that is 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 the articles 32-51 of Legislative Decree 79/2011 (Tourism Code). Therefore, you will benefit from all the EU rights that apply to the packages. The organizer of the tourist package (as defined by Article 33, paragraph 1, letter i of the Tourism Code) will be **GARDA DOLOMITI, venue in Riva del Garda - Tel 0464 025414 – marica.cattoi@gardatrentino.it**, and it will be fully responsible, pursuant to art. 42 of the Tourism Code, of the correct execution of the package as a whole. The seller of the package (as defined in Article 33, paragraph 1, letter l of the Tourism Code) will be **GARDA DOLOMITI**. Furthermore, as required by law, the organizer and the seller mentioned above has a protection to repay your payments and, if the transport is included in the package, guarantee your repatriation in the fall in which they become insolvent.

For more information on the fundamental rights of the tourist package buyer traveller (as defined by Article 33, paragraph 1, letter g of the Tourism Code), consult the text of directive (EU) 2015/2302 and of Legislative Decree 21.5.2018, n. 62, to the following hyperlink [LINK ALLA GAZZETTA UFFICIALE](#).
Fundamental rights under Directive (EU) 2015/2302 (to be provided also with hyperlinks)

1 Travelers will receive all the essential information on the package before the conclusion of the tourist package contract. In particular the information mentioned from point 1.1 to 1.13 and 1.16, will be specified in the quotation/proposal of the tourist package together with the specific programs. Regarding to point 1.14 concerning the "Documents suitable for expatriation and visas" and the point 1.15 concerning "Health formalities for Italy" consult the text of Italian law.

2. There is always at least one professional responsible for the proper execution of all the tourist services included in the contract.

3. An emergency telephone number or contact point data will be communicated to travellers to reach the organizer or travel agent.

4. Travelers may transfer the package to another person, subject to reasonable notice and possibly upon payment of additional costs.

5. The price of the package can only be increased if specific costs increase (for example, fuel prices) 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 is higher than 8% of the package price, the traveller can solve the contract. If the organizer 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. Travelers may terminate the contract without matching termination fees and obtain full repayment of payments if any of the items' essentials 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, travellers have the right to obtain reimbursement and, where appropriate, indemnity.

7. Travelers 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 place of destination which may affect the package. Moreover, travellers can at any time before of 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.

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8. If, after the start of the package, substantial elements of the same cannot be provided as agreed, they must be offered to the eligible traveller alternative solutions, without extra charge. Travelers 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 organizer has not remedied the problem.

9. Travelers also have the right to a price reduction and / or compensation for damages in case of non-compliant or non-compliant execution of the tourist services.

10. The organizer is required to provide assistance if the traveller is in difficulty.

11. If the organizer or, in some Member States, the seller becomes insolvent, the payments will be repaid. If the organizer or, where appropriate, the seller becomes insolvent after the start of the package and if transport is included in it, the repatriation of travellers is guaranteed. The above-mentioned organizer has signed one protection in case of insolvency through CONSORZIO FONDO FOGAR C/O FIAVET – Piazza G.G. Belli 2 00153 Roma (**Informativa Clienti Fondo Fogar - pdf**). Travelers may contact the corresponding body or, where appropriate, the e Ministry of Agricultural, Food and Forestry Policies and Tourism, as the Italian Competent Authority pursuant to art. 48, paragraph 2 of the Tourism Code (venue Via del Collegio Romano, 27 – 00166 - ROMA/ Tel. 06/67232131 - mail dg-t@beniculturali.it) if services are denied due to the insolvency of the organizer or seller.

12. The traveller is informed that he can take out insurance cover that covers the withdrawal penalties by the traveller or the costs of assistance and return, in case of accident, illness or death. The covers may be indicated by the Organizer as mandatory for their package offers.

For more information on the fundamental rights of the traveller buying travel packages (as defined in Article 33, paragraph 1, letter g of the Tourism Code) consult the text pursuant to directive (EU) 2015/2302, and of Legislative Decree 21.5.2018, n. 62 of transposition, published on the website www.fiavet.it (documents section) as well as on the website www.enac.gov.it section "passenger rights".

"In case of conflicting interpretations, only the Italian version of the Terms & Conditions ("Condizioni generali per la prenotazione dei posti") is considered legally valid."