

SpaDreams Package Travel Policy

Standard form (according to Art. 251 EGBGB) for the information of the traveler in case of a package tour with SpaDreams, a brand of Fit Reisen GmbH (according to § 651a BGB).

The combination of travel services offered to you is a package holiday within the meaning of Directive (EU) 2015/2302, therefore you can claim all EU rights that apply to package holidays.

SpaDreams, as a part of Fit Reisen GmbH, bears full responsibility for the proper performance of the entire package holiday. In addition, Fit Reisen GmbH has the legally required coverage for the refund of your payments and, if transportation is included in the package tour, to ensure your return transportation in case of their insolvency. For further information on your key rights under Directive (EU) 2015/2302 as transposed into national law, please visit <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:32015L2302>.

Main rights under Directive (EU) 2015/2302:

- The travelers receive all essential information about the package before the conclusion of the package travel contract.
- At least one entrepreneur is always liable for the proper provision of all travel services included in the contract.
- The travelers receive an emergency telephone number or details of a contact point through which they can contact the tour operator or travel agency.
- The travelers may transfer the package - within a reasonable time and possibly at additional cost - to another person.
- The price of the package may be increased only if certain costs (for example, fuel prices) increase and if this is 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 exceeds 8% of the package price, the traveler may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveler has the right to reduce the price if the corresponding costs decrease.
- The travelers may withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if any of the essential elements of the package, except the price, is significantly changed. If the operator responsible for the package cancels the package before the start of the package, travelers are entitled to a refund and, under certain circumstances, compensation.

- Travelers may withdraw from the contract without paying a cancellation fee if extraordinary circumstances arise before the start of the package, for example, if there are serious security problems at the destination that are likely to affect the package.
- In addition, travelers may withdraw from the contract at any time before the start of the package against payment of a reasonable and justifiable cancellation fee.
- If, after the start of the package, essential components of the package cannot be carried out as agreed, reasonable other arrangements shall be offered to the traveler without additional costs. The traveler may withdraw from the contract without paying a cancellation fee if services are not provided in accordance with the contract and this has a significant impact on the provision of the contractual package tour services and the tour operator fails to remedy the situation.
- The traveler is entitled to a price reduction and / or compensation if the travel services are not provided or not provided properly.
- The tour operator shall provide assistance to the traveler if the latter is in difficulty.
- In the event of insolvency of the tour operator or - in some Member States - the travel agent, payments will be refunded. If the insolvency of the tour operator or, where relevant, the travel agent occurs after the start of the package and the transport is part of the package, the return transport of passengers is guaranteed. Fit Reisen GmbH has therefore joined the Deutsche Reisesicherungsfonds GmbH. Travelers can contact this institution (Sächsische Straße 1, 10707 Berlin, phone: +49 30 78954770), if they are denied benefits due to the insolvency of Fit Reisen GmbH.