



Standard information form for package travel agreements

The combination of travel services offered to you is a package holiday within the meaning of Directive (EU) 2015/2302, transposed by the law of 21 November 2017 on the sale of package holidays, linked travel arrangements and travel services.

Consequently, you can claim all EU rights applicable to package holidays. Caractère SA is fully responsible for the proper execution of the entire package holiday.

Caractère SA also has the legally required protection to reimburse you and, if the transport is included in the package holiday, repatriate you in case it becomes insolvent.

Basic rights under Directive (EU) 2015/2302

- Before concluding the package holiday contract, the traveller will receive all essential information about the package holiday.
- Liability for the proper performance of all travel services included in the contract shall always rest with at least one professional.
- The traveller will be given an emergency telephone number or details of a contact point through which he can contact the organiser or travel agent.
- The traveller may transfer the package holiday to another person, subject to a reasonable period of time and, if necessary, upon payment of additional charges.
- The price of the package holiday may only be increased if specific costs increase (e.g. fuel prices), if this is expressly stated in the contract, and in any case no later than 20 days before the start of the package holiday. If the price increase exceeds 8% of the price of the package holiday, the traveller may cancel the contract. If the organiser reserves the right to a price increase, the traveller shall be entitled to a price reduction if the relevant costs were to decrease.
- If any of the essential elements of the package holiday, other than the price, are substantially changed, the traveller may cancel the contract without payment of a cancellation fee and shall receive a full refund. If the professional responsible for the package holiday cancels it before the start of the package holiday, the traveller shall be entitled to a refund and, if appropriate, compensation.
- The traveller may cancel the contract in exceptional circumstances without payment of a cancellation fee before the start of the package holiday, for example when there are serious security problems at the destination that are likely to affect his package holiday.
- In addition, the traveller may cancel the contract at any time before the start of the package holiday on payment of an appropriate and justified cancellation fee.
- If, after the start of the package holiday, significant elements of the package holiday cannot be delivered as agreed, a suitable alternative package must be offered to the traveller, without additional costs. If the services are not carried out as agreed and this significantly affects the performance of the package holiday and the organiser has not remedied this problem, the traveller may cancel the package holiday contract without payment of a cancellation fee.
- In case of travel services not performed or not properly performed, the traveller is also entitled to a price reduction and/or compensation.
- The organiser is obliged to provide assistance to travellers in difficulty.
- If the organiser or reseller becomes insolvent, the amounts paid will be refunded. If the insolvency of the organiser or, if applicable,

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the reseller occurs after the start of the package holiday and transport is included in the trip or holiday, repatriation of the traveller will be provided. Caractère SA has secured insolvency protection from the Travel Guarantee Fund. If services are not provided due to the insolvency of Caractère SA, travellers may contact this entity or, where appropriate, the competent authority (Travel Guarantee Fund, Boulevard de la Metrologie 8, B-1130 Brussels, info@gfg.be, +32 (0)2/240.68.00).

[The law of 21 November 2017 on the sale of package holidays, linked travel arrangements and travel services.](#)