

Pre-contractual information before the final conclusion of and binding commitment to a contract for a package travel arrangement or another travel offer within the meaning of Article 82, paragraph 1, items 1–9 of the Tourism Act

This pre-contractual information is provided to the traveller before the conclusion of a contract for a package travel arrangement or before the traveller becomes bound by another corresponding travel offer.

The published programmes and offers may include different hotels, accommodation categories, locations, types of board, transport, additional services, conditions and prices. The traveller chooses the specific offer according to their own preferences, requirements and financial parameters.

1. Information about the tourist trip

The tourist trip is to the destination specified in the relevant offer, programme or booking.

Each offer contains information about the destination, travel period, number of nights, hotel or accommodation facility, hotel category, room type, board basis, transport, included services, excluded services and other applicable conditions.

Where the trip includes more than one travel service, it may constitute a package travel arrangement within the meaning of the Tourism Act and Directive (EU) 2015/2302.

2. The package price includes

The package price includes only the services that are expressly stated as included in the relevant offer, programme or booking confirmation.

Depending on the type of offer, the package price may include:

overnight stays at the pre-selected hotel or accommodation facility;
board according to the selected package;
round-trip airline ticket, where such ticket is included in the offer;
bus transport, where such transport is included in the offer;
airport taxes, where included in the airline ticket;
airport–hotel–airport transfers or other types of group transfers, where included;
medical insurance, where included in the offer;
representative, meet-and-greet or on-site assistance, where provided for in the programme;
visits, tours, excursions or additional services described in the programme, where expressly included;
other services expressly stated as included in the package price.

3. The package price does not include

The package price does not include services, expenses and fees that are not expressly stated as included in the relevant offer, programme or booking confirmation.

Depending on the type of offer, the package price may not include:

personal expenses;

individual transfers, VIP services and special services, unless expressly included;
additional tours, excursions and visits that are not expressly included in the programme;

entrance fees for sites, museums, attractions and events, unless expressly included;

visa, electronic travel authorisation or other entry documents, where required by the country of travel or transit;

city, resort, tourist, local or other taxes, where applicable and not expressly included;

“Trip Cancellation” insurance, unless expressly stated as included;

additional baggage, seat selection, priority boarding or other additional carrier services, where not included;

fuel surcharge or other additional charges, if imposed by a carrier, supplier or competent authority and permitted under the contract and applicable law;

all other services that are not expressly stated as included in the package price.

4. Preliminary transport information

Where the offer includes air, bus, cruise or other transport, information about the carrier, route, place of departure and return, indicative times, baggage and conditions of carriage is provided according to the data available at the time of booking.

The traveller is informed that flight times, bus transfers, cruise itineraries and other transport services may be changed by carriers, airport authorities, port authorities, border authorities or other competent authorities.

For flight programmes, the type and size of the included baggage are determined according to the conditions of the relevant offer and the rules of the respective airline.

5. Booking and payment conditions

Booking is made after the necessary traveller details have been provided and the required deposit or full amount has been paid, according to the conditions of the relevant offer.

As a standard rule, unless otherwise stated in the relevant offer, booking may be made upon advance payment of a deposit, with the remaining balance payable within the deadlines specified in the offer, contract or booking confirmation.

Possible payment conditions:

advance payment/deposit upon booking;

payment of the remaining balance by a specified deadline before the departure date;

full payment upon booking, where required by the relevant offer;

payment by bank transfer, card, in an office or by another announced method;

payment in instalments, where such option is available for the relevant offer and subject to approval by the respective financial institution.

For offers with limited availability, dynamic prices, airline tickets, special promotional conditions or offers with non-refundable payments, the price and availability are confirmed at the time of booking.

6. Required details for all travellers

For the preparation of a booking, contract, insurance, ticket or other travel document, accurate details must be provided for all travellers.

The required details may include:

full names in Latin characters as shown in the identity document;
personal identification number or date of birth, where the person is a foreign national;
identity document number and validity;
nationality;
contact telephone number and email address;
other details, where required for the specific trip, carrier, hotel, cruise company, visa, insurance or border regime.

The tour operator or travel agent shall not be liable for consequences arising from incorrect, incomplete or inaccurate details provided by the traveller.

7. Travel documents

The traveller is responsible for holding a valid identity document, passport, visa, electronic travel authorisation, notarised declaration for a child's travel or other required documents according to the requirements of the country of departure, transit and final destination.

Additional requirements may apply to minors, foreign nationals, persons with dual nationality or persons with special status.

The traveller should check in good time the validity of their travel documents and the requirements of the relevant countries.

8. Accommodation and hotel services

The category, location, room type, board basis, facilities and services of the hotel are specified in the relevant offer or programme.

Accommodation is provided in accordance with the rules of the respective hotel. Check-in is usually after a specified time on the day of arrival, and check-out is by a specified time on the day of departure, unless otherwise stated in the relevant offer.

Some hotel services, facilities, restaurants, bars, swimming pools, aqua parks, beach services, sports activities or entertainment may operate seasonally, under certain conditions or depending on occupancy and the hotel's policy.

9. Minimum number of participants

Where the performance of the package travel arrangement depends on a minimum number of participants, this is stated in the relevant programme, offer or contract.

If the minimum number of participants is not reached, the traveller shall be notified within the deadlines specified in the contract, the General Terms and Conditions and applicable legislation.

10. Cancellations, changes and transfer of the trip

The conditions for cancellation, booking changes, transfer of the package travel arrangement to another person and applicable fees are determined in accordance with the relevant offer, the package travel contract, the General Terms and Conditions and the applicable provisions of the Tourism Act.

For certain offers, airline tickets, promotional prices, special conditions or bookings with non-refundable payments, stricter conditions for change or cancellation may apply.

11. Insurance

Where medical insurance is included in the package price, its scope, limits, coverage and exclusions are determined in accordance with the terms and conditions of the respective insurer.

“Trip Cancellation” insurance may be offered as an additional service, unless expressly stated as included in the package price. The price and conditions of this insurance depend on the value of the trip, the time remaining until departure, the cancellation conditions and the rules of the respective insurer.

12. Persons with reduced mobility or special requirements

The traveller should inform the tour operator or travel agent in advance of any reduced mobility, health condition, special requirements, need for assistance, special meals, specific accommodation or other circumstances that may be relevant to the performance of the trip.

The possibility of providing special services is subject to confirmation by the respective suppliers — hotel, carrier, insurer, cruise company or other partner.

13. Standard information for package travel arrangements

Where the trip constitutes a package travel arrangement within the meaning of the Tourism Act, the traveller shall also receive a standard information form related to package travel contracts in accordance with Annex No. 1 or Annex No. 2 to Article 82, paragraph 1 of the Tourism Act, where applicable.

The standard form contains information about the key rights of travellers under Directive (EU) 2015/2302 and the Tourism Act.

14. Traveller's declaration

I declare that, before concluding a contract for a package travel arrangement or before becoming bound by a travel offer, I received and familiarised myself with this pre-contractual information, the standard information for package travel arrangements, the General Terms and Conditions and the applicable conditions of the selected offer.

Where the contract is concluded by me on behalf of and for the benefit of other travellers, I declare that I have informed them of the provided pre-contractual information, the travel conditions and the applicable documents.

Date:

Name and surname:

Signature: