



**schauinsland  
reisen**

# General terms and conditions of business and carriage of schauinsland-reisen gmbh

Dear customer,

The following travel terms and conditions will be part of the **package travel contract** concluded between you (hereinafter referred to as "customer") and us (hereinafter referred to as "operator").

With the exception of the provisions in clause 2.6., 5.3., 6.2. sentence 2 and 15, these conditions apply mutatis mutandis to **contracts on supplying accommodation services without any further travel services** (e. g. "hotel only", "holiday house only", "apartment only").

With the exception of the provisions in clause 2.6., 5.3., 6.2. Sentence 2, 7.4., 12.2., 12.3. and 15, these conditions apply mutatis mutandis to **contracts on air transportation without any further travel services** (flight-only).

The marginal taxation is levied by the operator (travel service in private customer segment); hence these travel services do not comprise any sales taxes.

## 1. Conclusion of contract / duties of fellow passengers

- 1.1. The following information apply to all booking channels (e. g. travel agencies, direct booking at the tour operator, by telephone, online, etc.):
  - a) The service is based on the service description and additional information provided by the tour operator for the respective tour or other booked service to the extent that the customer is in possession of them when booking the travel.
  - b) If the customer makes booking for travellers, he must take responsibility for all contractual obligations towards these travellers as well as towards his own ones as far as he assumed obligations by an explicit and separate declaration.
  - c) If the contents of the tour operator's declaration of acceptance differ from the contents of the booking, a new offer will be made by the tour operator is at hand which he is bound to for the duration of ten days. The contract comes into effect based on this new offer as far as the operator referred to the changes and fulfilled his pre-contractual information requirements and the customer declares his acceptance to the tour operator by explicit declaration or deposit.
  - d) The pre-contractual information provided by the tour operator on essential characteristics of booked services, the agreed upon price and all additional costs, payment terms, the minimum number of participants, and cancellation fees shall not be considered as part of the contract only if there is an express prior agreement between both parties beforehand.
  - e) If a price reduction is the exclusive preserve of children or there is no charge for infants, the child's/infant's age on the agreed date of return is decisive. The then age must be stated with the booking.
- 1.2. The following information apply to all bookings made by telephone, in writing, by SMS, by e-mail or by fax:
  - a) During booking (registration) the tour operator is bindingly offered the conclusion of the contract by the customer.
  - b) The contract becomes effective when the customer receives a travel confirmation by the tour operator. When the contract is concluded or after a conclusion contract the operator will convey a travel confirmation that complies with legal requirements to the customer. The confirmation will be transferred by the tour operator to the customer on a durable medium. The medium will enable the customer to keep the confirmation unchanged or store it to get access within an appropriate period, e. g. by email or as hard copy, unless the customer is not entitled to receive a travel confirmation because the conclusion of a contract takes place with the simultaneous physical presence of both parties or it is negotiated away from business premises.
- 1.3. With regard to bookings in e-business (e. g. internet, app) to the conclusion of contract the following applies:
  - a) In the relevant applications the customer will be given an explanation on the procedure of the online booking.
  - b) The customer has the possibility to correct or delete his entries, or to reset the entire booking form using the offered correction options. The usage of the booking form is explained.
  - c) The languages of contract necessary for the implementation of electronic bookings are indicated.
  - d) Where the wording of a contract is saved by the operator, he needs to inform the customer as well as about the possibility of a later retrieval of it.
  - e) Clicking on the button "Confirm chargeable booking" or a button with a similar formulation, the customer bindingly offers to the operator the conclusion of the contract.
  - f) The receipt of the registration is immediately confirmed to the customer electronically. (Confirmation of receipt).
  - g) Transmitting the registration by clicking on the button, the customer is not given any entitlement to the effective conclusion of the contract.
  - h) The contract comes into effect once the tour operator's trav-



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el confirmation has been transmitted on a durable medium to the customer. If the travel confirmation shows up on the screen immediately after the button "Confirm chargeable booking" showed up on the screen, then the contract comes into effect upon displaying this travel confirmation. In this case, an interim announcement of the booking in accordance with clause 1.3. f) above is not needed as long as the customer is offered the opportunity to save the data on a durable medium and to print out the travel confirmation. However, the binding effect of the contract does not depend on the opportunity of the customer to actually use these possibilities of a print-out or data storage.

### **2. Payment terms and delivery of travel documents**

- 2.1. After the conclusion of the contract, a deposit of 20% of the agreed upon price plus the cost of travel insurances entered into shall be payable immediately. The balance must be paid four weeks prior to departure.
- 2.2. If booking and payment takes place up to and including the 8th day before departure, payment can be made in cash, by bank transfer, by instant payment, by credit card, via PayPal (however Paylater and instalment payments with PayPal are excluded), via Amazon Pay (purchase on account and payment by instalments excluded) or by SEPA Direct Debit Scheme. For payments using the SEPA Direct Debit Scheme, the special features are as outpointed under clause 3. If only an accommodation is booked (hotel only), a payment by SEPA Direct Debit Scheme is not possible. The operator reserves the right to exclude the SEPA Direct Debit Scheme also for other contracts, even after booking, in select cases. In the case of payment by credit card, by SEPA Direct Debit Scheme, via PayPal or Amazon Pay, the debit of the account is automatically carried out at the respective due dates. Insofar as the payment is not possible from the account at the respective due date, the organizer is entitled to charge the customer for actual additional costs (e.g. bank or charge-back fees) by way of compensation.
- 2.3. If booking and payment takes place less than 8 days before start of the journey, payment is only possible via PayPal (however Paylater and instalment payments with PayPal are excluded), via Amazon Pay (purchase on account and payment by instalments excluded), by SEPA Direct Debit Scheme, by credit card, or, in case the tour operator agrees, by instant payment (Online Banking), or no later than 5 days before start of the journey (in this, payment receipt in the operator's account is decisive), also by ordinary bank transfer. Please take into consideration the daily limit of your credit card. If, contrary to the above regulation, an ordinary bank transfer is chosen as the method of payment after the 5th day before the start of the journey, this payment shall have no guilt-free effect.
- 2.4. The travel documents will be sent by mail or e-mail to the address or e-mail address given at the time of booking after full payment has been received, usually approx. 14 days before the start of the trip.
- 2.5. If the customer receives an invoice and confirmation directly from the operator, payments with a guilt-free effect shall be

- 2.6. made exclusively to the operator and not to the travel agency. The operator may only demand payments or deposits on the travel price in case of a package travel – in particular according to section 2.1. to 2.3. – and only if an effective insolvency protection exists and the customer has been given the security certificate with the name and contact details of the institution where the organiser took out a separate insolvency insurance. This must be stated in the security certificate in a clear, understandable, and highlighted manner. Since 01.11.2021, the organiser has been insured against insolvency via the Deutscher Reisesicherungs-fonds GmbH (DRSF).

### **3. Payment by SEPA Direct Debit Scheme**

- The customer's payments made by direct debiting within the euro payment area and all participating countries are only possible by means of the so-called "SEPA Direct Debit" and only with the following provisions:
- 3.1. The customer must give a SEPA direct debit mandate to the operator upon booking.
  - 3.2. The operator usually informs the customer about the direct debit mandate with the invoice dispatch ("pre notification"), however, not later than one day before the debit date. It is possible to inform the customer about several direct debit mandates at the same time in advance (e. g. deposit and payment of the balance).
  - 3.3. The amount recovered by the operator can differ from the amount mentioned in the advance information if one or several services had been cancelled, either in whole or in part, or one or several services had been added to the booking in the period of time between the issuing of the advance information and the due date of the customer's services.

### **4. Adjustment of prices**

- 4.1. The operator reserves the right to advance the agreed upon price in case of
  - an increase in passenger transport costs due to higher fuel or energy costs or
  - an increase in taxes and other charges for agreed travel services such as tourist taxes, port dues or airport fees or
  - changes in the exchange rates applicable to the travel concerned.
- 4.2. If the costs for passenger transport existing on execution of the agreement increase the operator is entitled to increase the agreed upon price using the subsequent calculations:
  - The operator may demand the increased amount of the transportation costs from the customer insofar as the increased amount relates to the seat.
  - If the carrier increases the prices per means of transportation, the additional transportation costs are divided by the number of seats for the contractual means of transportation. The resulting increase per single place can be demanded from the customer.
- 4.3. In the event of an increase in the fees for agreed travel services such as tourist taxes, port dues or airport charges or a change in the relevant exchange rate, the operator may increase the agreed upon price by the corresponding amount per customer.
- 4.4. In principle, after the conclusion of a contract an increase of the



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- price can only be demanded until the 20th day before departure. The customer shall be informed by the operator on these changes receiving the information about the calculation of the price increase on a durable medium. In the case of a contract for the provision of an accommodation service without further travel services (e.g. only-hotel, only-holiday house, only-apartment), there has to be a period of more than four months between the conclusion of the contract and the agreed date of travel. Furthermore, the circumstances leading to increased travel costs only occurred after contract conclusion and they could not have been foreseen by the organiser upon the conclusion of the contract.
- 4.5. The customer may, in accordance with the regulation in section 4.4. sentence 1, claim a reduction of the agreed upon price, if and to the extent that the costs, taxes, fees or the exchange rates had been changed after the conclusion of contract but before the commencement of the journey and these changes will result in reduced costs for the operator.
- 4.6. In the event of a price increase by more than 8% of the agreed upon total price after the conclusion of a contract, the operator offers the customer a corresponding contract change. In this case, the operator can demand that the customer accepts the offer of modification of the contract, or he rescinds the contract. After expiry of the deadline, the offer to change the contract is deemed to have been accepted. Alternatively, the operator can offer the customer the opportunity to participate in a replacement trip instead of a price increase.
- 5. Changes of service**
- 5.1. Deviations from the agreed upon content of the contract, which become necessary after conclusion of contract and were not caused by bad faith on part of the operator, are allowed as far as these deviations are insignificant and do not influence the overall travel arrangements.
- 5.2. The operator is obliged to inform the customer about changes in performance immediately upon knowledge of the reason for change. This information must be transmitted on a durable medium (e. g. also e-mail, SMS, or voice message) in a clear, understandable and highlighted manner.
- 5.3. If essential characteristics of travel performances deviate from the agreed content of the travel service or from special requirements of the customer included in the contract, the customer is either entitled to accept the offer of modification of the contract or he rescinds the contract free of charge or he demands the opportunity to participate in a replacement trip, as far as the operator offers such a travel.  
The customer can decide whether to answer to the operator's message or not. If he answers to the operator's message, he can either agree on the contract modification or alternatively, the operator can offer the customer the opportunity to participate in a replacement trip or to rescind from the contract without being charged. If the customer does not answer or does not answer within an appropriate period, the change is deemed to have been accepted. In accordance with the regulation in section 5.2., the operator is obliged to inform the customer in plain and intelligible language and explicitly highlighted.
- 5.4. If the changes or the replacement trip led to a deterioration in quality or to a cost reduction on the part of the operator, the customer has a claim to an appropriate reduction in price.
- 6. Customer rescission / Rescission costs**
- 6.1. The customer may withdraw from the contract at any time before the start of the journey. It is recommended to save the notice of cancellation on a durable medium. The date of receipt at the operator or at the broker shall be deemed the effective date.
- 6.2. If the customer withdraws from the contract or does not start the journey, the tour operator then loses his entitlement to the agreed upon price. However, the tour operator may demand an appropriate compensation, insofar as he is not responsible for the resignation from or failure to commence the journey or, in the case of a package holiday, if there are unavoidable, exceptional circumstances at the destination or in the immediate vicinity, which have serious impacts on the planned package travel or the carriage of people to the destination. Circumstances are considered as unavoidable and exceptional if they are beyond the operator's control and their consequences could have been avoided if the operator had taken all reasonable precautions.
- 6.3. The operator claims a reimbursement of rescission costs according to the tables in section 17 of these terms. The following aspects should be considered: the period between receipt of the notice of declaration of cancellation and the agreed date of travel, type of travel, destination, and the anticipated savings in expenses as well as the anticipated savings in acquisition through other use of travel services.
- 6.4. If the operator invokes a flat compensation according to para. 6.3, the customer is nevertheless entitled to give the operator proof that a small or no damage occurred.
- 6.5. The operator reserves the right, instead of the liquidated rescission costs according to section 6.3 do demand a higher, individually calculated compensation, if he proves that he has incurred much higher expenses than the specific package. In this case, the operator is obliged to estimate these differences at his expenses, considering saved expenditures and to specifically quantify and document any other use of the travel service.
- 7. Changes at customer's request/ changed bookings / right to offer alternative performance**
- 7.1. If a customer demands a change to a booking after concluding the travel contract, the change is possible, with the exception of the provisions in 7.2., only until 22 days before departure if the desired modified service is available according to the operator's programme. Changes to a booking include changes in the date of travel, changes in flight schedules, changes of destination or accommodation or catering.
- 7.2. A change to a booking is not possible in the following cases:
- A changed booking of the flight performance regarding journeys including a scheduled flight and flexible travel (SLRD - schauinsland-reisen dynamisch).
  - Changes in booking a cruise included in a package holiday.
  - Changes in booking of specially marked offers. The specific conditions will be indicated before the customer issues the booking confirmation.



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- d) Changes in bookings regarding travels containing air transportation into bookings which do not contain air transportation.
- e) The travel is pre- or postponed by more than 4 weeks from the date on which the departure was originally planned.
- 7.3. For changed bookings in terms of para. 7.1., an administrative fee of 40,00 € per person will be due in addition to the changed price and any additional costs verifiable by the operator, unless a changed booking is based on missing, insufficient or inaccurate pre-contractual information according to EU Package Travel Directive 2015/2302 vis-à-vis the traveller.
- 7.4. The customer may request from the operator by means of timely notification on a durable data medium that a third party enters into the rights and obligations arising from the contract. Such a request is in any event reasonable if it reaches the operator 7 days before the commencement of the journey. Para. 7.3 applies mutatis mutandis. The former and the new tour participant are jointly and severally liable for the agreed upon price and the additional costs incurred due to the change in the person of the tour participant.
- 8. Services the customer did not use**
- If the operator provided and was willing to provide individual travel services, which he had to offer in accordance with the contractual provision, and if the customer does not make use of these services, the customer cannot claim to receive a reduction in whole or in part of the costs if these reasons would not have entitled him to withdraw from the contract free of charge or to cancel the contract. The operator will endeavour to reimburse the saved expenses by the service providers upon request if they are not entirely negligible expenses.
- 9. Rescission and cancellation by the operator**
- 9.1. The operator can terminate the contract for grave cause without previous notice. A grave cause exists in particular if the customer persistently disturbs the contractual relationship despite a warning or behaves contrary to the contract to such an extent that a continuation of the contract is no longer reasonable for the operator, other tour participants or for the service providers involved. This also applies if the customer does not comply with factually justified instructions. A warning in the meaning of sentence 2 is not necessary for the operator if the customer disturbs the trip in a particularly gross manner. This is particularly the case when criminal offences are committed against employees of the operator, against service providers or their employees as well as against other travel guests. In the event of cancellation, the operator continues to be entitled to the agreed upon price, to the extent that saved expenses and benefits from other utilisation of the travel service(s) do not arise. Other compensation claims remain unaffected.
- 9.2. If despite a fixed deadline the customer does not or only partially pay the agreed and due for payment upon price, the operator can withdraw from the contract and may demand a compensation through application of section 6.3. to 6.5. of these conditions. The decisive point in time for the calculation of the flat compensation is the expiry of the deadline set in the last reminder.
- 10. Flights**
- 10.1. The flight plans issued with the travel documents apply. Any change to the flight schedule or the flight route, even at short notice, are permitted within the context of section 5 of these conditions. The same applies in case of an exchange in aircraft and if a second air carrier is deployed. According to section 11 the operator is obliged to inform the customer immediately after gaining knowledge of these circumstances. At the destination, this information is provided by means of information boards, imprint in the information folders located in the respective holiday complex, by the tour guide or online via a website communicated to the customer through the travel documents. Irrespective of this, it is incumbent on the customers to find out about the return or transfer times 24 hours before the scheduled departure date, either by calling the local representative, reading the information folders or online via the provided website.
- 10.2. If a customer does not make use of the tour guide's service because he e. g. only booked flights but no other services, he is obliged to request a confirmation of the departure time by the airline at least 24 hours before departure of the return flight. For this purpose, he calls the telephone number indicated on the verso side of the ticket or inside the booklet containing the tickets and the travel vouchers.
- 10.3. In the context of air carriage it is permitted to carry one piece of luggage of 15 kg per person as checked luggage. In general, this case does not apply to infants less than 2 years of age without a right to a seat. Any higher baggage allowances and excess baggage charges are subject to the conditions of carriage of the operating airline. Medication intended for the passenger's own use as well as valuables should be (within the scope of the respective prevailing security provisions) carried in cabin luggage. In this regard, it is prohibited to take dangerous objects (e. g. nail scissors, nail file) with you in your cabin baggage.
- 10.4. Check-in-deadline at the check-in-desk is 120 minutes before the departure time printed on the ticket. Exceptions can be drawn from the flight schedule. In the event of a no-show at the time specified above, the operating airline is entitled to dispose of the seat elsewhere.
- 10.5. The carriage of pregnant women or sick people can be refused by the airline because of the respective safety provisions. During pregnancy or in case of an illness at the time of air transport, the operator must therefore be informed immediately so that any restrictions on the transport of the carrier may be clarified with the airline in the individual case.
- 10.6. Direct flights are not always non-stop flights and can include stopovers.
- 10.7. Claims in cases of denied boarding, cancellation and delay according to EU Regulation No. 261/2004 are not to be addressed to the operator, but exclusively to the respective operating air carrier (the airline).
- 11. Information requirements on the identity of the operating airline**
- The EU regulation on informing air passengers of the identity of the operating air carrier obliges the operator to inform pas-



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sengers about the identity of the operating airline which carries out all services of the journey in the moment of booking. If the customer books the journey and it is not yet certain which airline will carry out the flight, the operator must give the customer the name of the airline which is likely to operate the flight. As soon as the operator knows which airline will carry out the flight, he must inform the customer. If there is a change in airline afterwards then the operator must inform the customer about this change. Besides, he immediately must take all necessary steps to ensure that the customer will be informed about this change as soon as possible. The list of airlines which are subject to a ban on operating in the EU ("Community List") is available on the following web page: [https://ec.europa.eu/transport/modes/air/safety/air-ban\\_en](https://ec.europa.eu/transport/modes/air/safety/air-ban_en).

## **12. Customer's cooperation duties**

### **12.1. Travel documents**

The customer has to inform the operator or his travel agent where he has booked the travel, if he does not receive the necessary travel documents (e.g. ticket, hotel voucher, if necessary, rail & fly voucher) within the period notified by the operator. If the customer fails to inform about missing travel documents, he can be partially blamed, if the operator could have assumed that the customer received all travel documents on time due to a timely transmission of documents.

### **12.2. Notice of defects/demand redress**

If the booked service is not provided free of defects, the customer or the participants registered by him may demand redress. If the operator cannot find a remedy due to a culpable failure of notice of defect, although from his side it would have been possible to help and he would have agreed on finding a remedy, the customer can neither assert claims for reduction nor claims for damages for the persistence of the defect caused by this.

The customer or the participants registered by him are obliged to immediately notify the operator's representative on site of any defects. If such a representative is not and does not have to be available, any defects must be reported to the point of contact indicated in the travel documents or to the operator's on-site representative. However, the customer can inform the travel agency, which booked the services, about the defect, too.

### **12.3. Fixing of a time limit before contract termination**

If a customer wishes to terminate the contract due to a significant defect, he must first set the operator a reasonable deadline for remedial action. This does not apply if either the remedy is refused by the operator or if immediate remedy is necessary.

### **12.4. Special rules and deadlines in case of baggage damage, baggage delay and baggage loss in the context of air carriage**

The customer must immediately notify damaged, lost or delayed baggage to the responsible air carrier immediately after discovery, in case of damage to and loss of baggage within 7 days of discovery of the damage at the latest, and if the baggage is delayed within 21 days of delivery. The reporting of the damage or loss is a precondition for the air carrier's liability. If the customer accepts checked in baggage, this establishes the rebuttable presumption that it had been delivered undamaged. It is therefore recommended to report immediately the details of the baggage damage or loss to a handling agent of the operating airline at the destination

airport by filling in a property irregularity report, because normally the airlines reject any indemnity payment otherwise.

In case of baggage damage and loss, it is advisable to include the passenger ticket and baggage check in the damage notification.

## **13. Limitation of liability**

13.1. The operator's contractual liability for damages which are not based on a violation of life, body or health and which have not been caused culpably is limited to the triple amount of the travel price. Any claims beyond international agreements or based on such legal provisions remain unaffected by the restriction.

13.2. The operator is not liable for any defective performances, personal or material damages connected to brokered services or services which were merely provided as an external service or are booked by the customer at the holiday destination (e. g. excursions, hired car, expositions etc.), but the service provider, a third party or another designated operator is responsible for these services. Any other liability regulations based on the EU Package Travel Directive 2015/2302 remain unaffected by this. However, the operator is liable if and to the extent that a damage suffered by a customer is a result of a failure on the part of the operator to fulfil his obligation to inform, explain or organise.

## **14. Assertion of claims: addressee; information on the settlement of consumer disputes**

14.1. The customer must assert claims for non-contractual delivery of the trip to the operator **schauinsland-reisen gmbh, Stresemann Straße 80, D-47051 Duisburg**. The extra-judicial assertion can also be made through the travel agent if the trip was booked through this travel agent. It is recommended to provide the assertion of claim on a durable medium.

14.2. Employees of the service provider or the local representative as well as airport counter staff and aircrew are not authorised to accept claims. Nor are they entitled to acknowledge claims on behalf of the operator.

14.3. With regard to the Act on Alternative Dispute Resolution in Consumer Matters the operator points out that he does not participate in a voluntary dispute resolution. If a dispute resolution should become obligatory for the operator after the printing of these travel conditions, the operator will inform the customer of this in a suitable manner. With regard to all contracts concluded in electronic legal transactions, the operator points to the European Online Dispute Resolution platform (<http://ec.europa.eu/consumers/odr>).

## **15. Passport, visa, and health requirements**

15.1. Prior to the conclusion of contract, the operator provides an indication on passport and visa requirements as well as health formalities of the country in question including the approximate deadlines for obtaining any necessary visa.

15.2. If the disclosure requirements were dutifully fulfilled by the operator, the customer is responsible for obtaining and carrying all required health certificates, travel documents, and visas etc. unless the operator has expressly committed himself to obtaining these documents.

15.3. The customer is therefore responsible for obtaining and carrying the necessary travel documents, including any necessary vaccination and for adhering to customs and exchange control regulations. Disadvantages arising from the non-observance of



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these regulations, e.g. the payment of cancellation costs, are at the customer's expense. This will not apply if the customers were inadequately or incorrectly informed by the operator despite a corresponding obligation on behalf of the operator.

- 15.4. The operator is not liable for the timely issuance and receipt of necessary visas by the respective diplomatic representation, if the customer has instructed him with the errand, unless the operator has culpably violated his own duties.

### 16. Data protection

The customer's data are collected, stored and processed by

means of data processing systems under applicable data protection laws. Customer data will only be disclosed to the extent which is necessary to carry out the journey or due to mandatory legal regulations or official measures. Our complete privacy policy can be found on our website at: <https://www.schauinsland-reisen.de/kompakt/datenschutzerklaerung>. Please read our privacy policy.

### 17. Rescission costs

The following tables reflect the relevant liquidated reimbursement of travel rescission costs by specifying a percentage of the agreed upon price:

- 17.1. Liquidated reimbursement of rescission costs according to section 6.3. in percent of the agreed upon price for **package tours with charter or scheduled flights, river cruises and flight-only tours (charter)**:

Flat-rate cancellation compensation in accordance with Section 6.3. as a percentage of the agreed-upon price for **package tours with charter or scheduled flights, river cruises and flight-only trips (charter)**:

Destination	For trip start date	In the event of a cancellation (in each case before the agreed-upon start of the trip)						
		up to 90 days	89 to 30 days	29 to 22 days	21 to 15 days	14 to 7 days	6 to 4 days	3 days or less
Egypt/Canary Islands/Cape Verde/Portugal (incl. Madeira)	1.11.–31.10.	20%	25%	35%	45%	65%	75%	80%
Balearic Islands	1.11.–25.3.	15%	20%	25%	40%	60%	75%	80%
	26.3.–31.10.	20%	25%	35%	45%	65%	80%	85%
Greece/Cyprus	1.11.–31.10.	20%	25%	35%	45%	65%	75%	85%
Turkey/Tunisia/Malta/Morocco	1.11.–25.3.	15%	15%	25%	35%	45%	65%	80%
	26.3.–31.10.	20%	25%	35%	45%	65%	75%	80%
Maldives/United Arab Emirates	1.11.–31.10.	35%	40%	45%	55%	65%	80%	90%
Asia/Caribbean/Mauritius/USA/Tanzania/Kenya · with a charter flight	1.11.–31.10.	25%	30%	40%	50%	60%	75%	85%
	1.11.–31.10.	35%	40%	45%	55%	65%	80%	90%
Other mainland Europe	1.11.–25.3.	15%	15%	25%	35%	45%	65%	80%
	26.3.–31.10.	20%	25%	35%	45%	65%	75%	80%
Other package tours with a sea voyage component	1.11.–31.10.	25%	30%	40%	50%	65%	80%	90%
River cruises in Europe	1.11.–31.10.	25%	30%	40%	50%	65%	80%	90%

- 17.2. Liquidated reimbursement of travel recession costs of the travel price (in %) in accordance with section 6.3 for **contracts on accommodation services without any further travel services** (e. g. hotel only, holiday house only, apartment only):

Flat-rate cancellation compensation in accordance with Section 6.3. as a percentage of the agreed-upon price in the case of contracts for the **provision of accommodation services without further travel services (e.g. hotel-only, holiday flat-only, holiday home-only)**:

Destination	For trip start date	In the event of a cancellation (in each case before the agreed-upon start of the trip)			
		up to 45 days	from 44 to 25 days	24 to 4 days	3 days or less
Egypt/Greece/Cape Verde/Malta/Morocco/Portugal (incl. Madeira)/Turkey/Tunisia/Cyprus	1.11.–31.10.	15%	25%	40%	80%
Canary Islands	1.11.–31.10.	15%	25%	60%	85%
Balearic Islands	1.11.–25.3.	15%	25%	40%	80%
	26.3.–31.10.	15%	25%	60%	85%
Cityhotels Barcelona and Madrid	1.11.–31.10.	25%	50%	80%	90%
Maldives/United Arab Emirates	1.11.–31.10.	25%	40%	60%	90%
Asia/Caribbean/Mauritius/USA/Tanzania/Kenya	1.11.–31.10.	15%	25%	40%	80%
Germany/Austria/Switzerland/Benelux/France/Poland · Holiday home, holiday flat, holiday studio flat · Hotel	1.11.–31.10.	25%	50%	80%	90%
	1.11.–31.10.	15%	25%	40%	80%
	1.11.–31.10.	15%	25%	40%	80%
Other mainland Europe	1.11.–31.10.	15%	25%	40%	80%



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17.3. Liquidated reimbursement of travel rescission costs in accordance with section 6.3 in percent of the agreed upon price for **flight-only (scheduled flight)**:

Flat-rate cancellation compensation in accordance with Section 6.3. as a percentage of the agreed-upon price for **flight-only bookings with a scheduled flight**:

Destination	For trip start date	In the event of a cancellation (in each case before the agreed-upon start of the trip)	
		up to 90 days	89 days or less
all destinations	1.11.-31.10.	75%	90%

**Organiser**

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As of 1 October 2023