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

Dear holiday-maker,

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

With the exception of clause 2.6, these conditions apply mutatis mutandis to contracts on supplying accommodation services without any further travel services (e. g. „hotel only“, „apartment only“).

With the exception of clause 2.6., 2.7, 7.4, 12.2, 12.3 and 15, these conditions apply mutatis mutandis to **contracts on air transportation without any further travel services** (seat-only).

However, these conditions do not apply to a broker's booking which is explicitly identified as a brokered service. Unless a service is not explicitly brokered by the operator, the marginal taxation is levied by the operator according to § 25 VAT Act (travel service in private customer segment); hence these travel services do not comprise any sales taxes.

1. Conclusion of travel 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 tour description and additional information provided by the tour operator for the respective tour to the extent that the customer is in possession of them when booking the travel.
 - b) If the customer makes booking for travellers, he has to 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 on the basis of 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 travel service, the travel price and all additional costs, payment terms, the minimum number of participants, and cancellation fees (as defined in Article 250 § 3 no. 1, 3 to 5 and § 7 of the Introductory Act to the Civil Code ("EGBGB")) shall not be considered as part of the package travel contract if there is a 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. The then age has to be stated with the booking.
- 1.2. The following information apply to all bookings made by telephone, verbally, by SMS, by e-mail or by fax:
 - a) During booking (travel registration) the tour operator is obligatory offered the conclusion of the package travel 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 entitled to receive a travel confirmation in accordance with Article 250 § 6 no. 1 p.2 Introductory Act to the Civil Code 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" (a similar formulation might be used) the customer makes a confirmed booking of a package travel.
 - f) The receipt of the travel registration should be immediately confirmed electronically (confirmation of receipt).
 - g) Transmitting the travel 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 travel confirmation has been transmitted on a durable medium



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- 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 package travel contract comes into effect. In this case, an interim announcement of the booking in accordance with f) above is not needed as long as the customer is offered the opportunity to save the data on a durable medium or to receive it as a print-out. However, the binding effect of the package travel contract does not depend on the opportunity of the customer to actually use these possibilities of a print-out or data storage.
- 1.4. The operator indicates that, according to the legal requirements for package travel contracts which were concluded at distance, according to § 651 a and § 651 c Civil Code ("BGB"), there is no right of withdrawal, but only the legal rescission and termination rights, in particular, the right of withdrawal according to § 651 h Civil Code. However, a right of rescission from contract exists if the contract on travel service according to § 651 a Civil Code is an off-premises contract, unless the conclusion of the contract is based on oral negotiations which were carried out on prior request of the traveller. In the latter case there is no right of withdrawal.
- 2. Payment terms and deliver of travel documents**
- 2.1. After the conclusion of the contract, a deposit of 20% of the travel price plus the cost of completed travel insurance shall be payable immediately. The balance must be paid four weeks prior to departure.
- 2.2. If booking and payment takes place up to 8 days before departure, payment can be made in cash, by bank transfer, by credit card or by SEPA Direct Debit scheme. For payments using the SEPA Direct Debit Scheme, the special features are as outpointed under clause 3. In the case of payment by SEPA Direct Debit or by credit card, the debit of the account is automatically carried out at the respective due dates. Insofar as the payment is not possible from the aforementioned debit or credit card account at the respective due date, the organizer is entitled to charge 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 departure, payment can only be made at the airport ticket counter, either cash or, if shown on the invoice, by EC card (using a PIN) or by credit card. Please note that there is a daily limit on an EC card or credit card. Only in the case of a flight-only or an air package travel tour the travel documents will be issued at the airport counter. If a booked package holiday does not include the departure terminal, the tour operator will offer suitable alternatives regarding the issuing of travel documents.
- 2.4. After the customer made the full payment, the travel documents are sent by post to the address provided by the customer at the time of booking. If it is not possible to send the documents by post to the address supplied with the booking, all travel documents will be issued at the airport counter or sent to the customer electronically. If, contrary to the regulations in section 2.3 a credit transaction is made within 7 days before departure this payment does not constitute full discharge of any obligations. In this case, too, the travel documents are available at the departure terminal. After received payment any overpayment will be repaid. If a booked accommodation service does not include the departure terminal, the tour operator offer suitable alternatives regarding the issuing of travel documents.
- 2.5. If the customer receives an invoice and confirmation directly from the operator, payments with a guilt-free effect shall be made exclusively to the operator and not to the travel agency.
- 2.6. The operator may only demand payments or deposits on the travel price – in particular according to section 2.1 to 2.3 – and with the exception of the regulation in section 2.7, 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 has to be stated in the security certificate in a clear, understandable and highlighted manner. The operator has concluded a bankruptcy insurance with Zurich Insurance PLC, Niederlassung Deutschland AG in order to secure the customer's funds.
- 2.7. The operator concluded a separate agreement on the protection of customer funds without any further travel services (e. g. "hotel only", "apartment only"), which are not covered by the Package Travel Directive. When booking the accommodation service without any further travel performance, it is not obligatory to issue a security certificate in order to accept payments made on the travel price.
- 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 has to give a SEPA direct debit mandate to the operator.
- 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.
- 4. Adjustment of prices**
- 4.1. The operator reserves the right to advance the 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 package travel concerned.
- 4.2. If the costs for passenger transport existing on execution of the agreement increase the operator is entitled to increase the travel price using the subsequent calculations:



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- 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 transport, 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 by 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 deduct the travel price by the corresponding amount per customer.
- 4.4. In principle, after the conclusion of a contract an increase of the 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 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 tour 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 total travel 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 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. If essential characteristics of travel performances deviate from the agreed content of the package travel contract, which become necessary are 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 has to be transmitted on a durable medium (e. g. 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 package travel 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 lead 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/Travel rescission costs**
- 6.1. The customer may withdraw from the travel 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 travel contract or does not start the journey, the operator then loses his entitlement to reimbursement of the tour price. However, he may demand an appropriate compensation, insofar as he is not responsible for the resignation or if there are exceptional circumstances at the destination or in the immediate vicinity, which have serious impacts on the planned travel package 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 travel 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 to calculate an individual compensation as the package mentioned in 6.3, if he proves that he has much higher expenses incurred as the specific package. In this case, the operator is obliged to estimate these differences at his expenses, taking into account saved expenditures and 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



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the travel contract, the change is possible only until 22 days before departure if the operator can provide the desired modified services. Changes to a booking include changes in the date of travel, changes in flight schedules, change 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: dynamic);
 - 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;
 - Changes in bookings regarding travels containing air transportation into bookings which do not contain air transportation;
 - The travel is pre- or postponed by more than 4 weeks from the date on the departure was originally planned;
- 7.3. For changed bookings in terms of para. 7.1 an administrative fee of 30 Euro per person will be due, unless a changed booking is based on missing, insufficient or inaccurate pre-contractual information according to para. 250 EGBGB.
- 7.4. In accordance with para. 651 e German Civil Code (BGB), the customer may indicate with a written request saved on a durable medium that a third party enters into the rights and obligations of the package travel contract by means of timely notification on a durable data medium by the operator. 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 according to para. 651 e German Civil Code (BGB) for the additional costs incurred due to the change in tour participant.

8. Services the customer did not use

If the operator provided and was willed 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 partially reimbursement of the travel costs if these reasons would not have entitled him to withdraw from the contract free of charge or to cancel the package travel 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 travel contract for grave causes without previous notice. A grave cause includes a sustained hindrance to the carrying out of the journey, which cannot reasonably be expected of other travellers or the operator. This also applies if the customer does not follow self-justifying indications. A warning in the sense of sentence 2 is dispensable for the operator if the customer disturbs the trip in a particularly rough way, especially if the customer commits an offence and harms service providers, employees or other customers. In the event of can-

cellation of the travel price, the operator is entitled to the extent that non-saved expenses and benefits does not result from other exploitation of the travel performance(s). Other compensation claims remain unaffected.

- 9.2. If despite a fixed deadline the customer does not or only partially pays the travel price, the operator can withdraw from the package travel contract and may demand a compensation through application of section 6.3. to 6.5. of these conditions.

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 according to 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. In general, this case does not apply to infants less than 2 years of age without a right to a seat. Any higher free baggage allowance and excess baggage costs of the operating airline. Medication intended for the passenger's own use as well as valuables should be (within the scope of the prevailing provisions) carried in cabin luggage. It is thereby prohibited to carry dangerous objects (e. g. nail scissors, nail file) in the cabin baggage.
- 10.4. Check-in-deadline at the check-in-desk is 90 minutes before the departure time printed on the ticket. Exceptions can be drawn from the flight schedule. If a passenger does not show up on time, the airline is entitled to dispose the seat otherwise.
- 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 nonstop flights and can include stopover.
- 10.7. In cases of denied boarding, according to the Flight Regulation Compensation 261/2004 flight cancellation or delay demands are to be placed on the responsible airline, not on the operator.



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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 passengers about the identity of the operating airline which carries out all services of the journey at 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 has to 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 has to inform the customer. If there is a change in airline afterwards then the operator has to inform the customer about this change. Besides, he immediately has to take all necessary steps to ensure that the customer will be informed about this change as soon as possible. Please refer to para. 9. The list of airlines which are subject to a ban on operating in the EU ("Community List") is available on the following website: 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 package 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 travel defects occur during the journey, the customer can 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 demand remedy according to § 651 m German Civil Code, and assert claims for damages pursuant to § 651 n German Civil Code.

The customer is obliged to inform the operator's on-site representative immediately about the notice of defects. If such a representative is not and does not have to be available, any travel defects have to 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 travel, about the defect, too.

12.3. Fixing of a time limit before contract termination

If a customer/traveller wishes to cancel the package travel contract due to a travel defect referred to in § 651 I para 2 German Civil Code, if it is substantial, according to § 651 L German Civil Code, he has to set a reasonable time limit to take remedial actions. This does not apply if either the remedy is refused by the operator or if the immediate remedy is necessary.

12.4. Special rules and deadlines for baggage damage, baggage delays and losses in the context of air travel

The customer must immediately notify baggage damage, baggage losses and delays have to be indicated to the air carrier, if the

baggage is damaged or got lost this has to be reported within 7 days after gaining knowledge of the damage or loss, if the baggage is delayed up to 21 days, the damage has to be reported within 21 days after handing over the baggage. 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. 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 performances. Para. 651 b, 651 c, 651 w and 651 y Civil Code remain thereby unaffected. 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 has to 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 package 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 receive enforcements. Furthermore, they are not entitled to accept 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, the operator will provide appropriate information to his customers. With regard to all travel contracts concluded in electronic legal transactions, the operator points to the European Online Dispute Resolution platform (<https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home2.show&lng=EN>).



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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 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 these regulations, e.g. the payment of cancellation costs, are at the customer's expense. This will not apply if the customers were inadequately 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 access 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 legal regulations or official measures.

17. Cancellation costs

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

17.1. Liquidated reimbursement of travel recession costs of the travel price (in %) in accordance with section 6.3 for package travel with **scheduled flights or airfare-only** (charter flight):

Destination	commencement of the journey	in case of cancellation (before the contractually agreed departure date)							
		up to 90 days	89.–30. days	29.–22. days	21.–15. days	14.–7.days	6.–4.days	from the 3. day	
Egypt/The Canary Islands/Cape Verde Islands/ Portugal (incl. Madeira)	1.11.–31.10.	20%	25%	30%	40%	60%	75%	80%	
The Balearic Islands	1.11.–10.4.	15%	20%	25%	40%	60%	75%	80%	
	11.4.–31.10.	20%	25%	35%	45%	65%	80%	85%	
Greece/Cyprus	1.11.–31.10.	20%	25%	35%	40%	65%	75%	85%	
Turkey/Tunisia/Malta/Morocco	1.11.–10.4.	15%	15%	25%	35%	45%	65%	80%	
	11.4.–31.10.	20%	25%	30%	40%	60%	75%	80%	
The Maldives/The United Arab Emirates	1.11.–31.10.	35%	40%	45%	55%	65%	80%	90%	
Asia/Caribbean/ Mauritius/USA	incl. Charter flight	1.11.–31.10.	25%	30%	40%	50%	60%	75%	85%
	incl. scheduled flight	1.11.–31.10.	35%	40%	45%	55%	65%	80%	90%
Other destination in continental Europe	1.11.–10.4.	15%	15%	25%	35%	45%	65%	80%	
	11.4.–31.10.	20%	25%	30%	40%	60%	75%	80%	
Other package travel partly at sea	1.11.–31.10.	25%	30%	40%	50%	60%	80%	90%	



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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, apartment only):

Destination	commencement of the journey	in case of cancellation (before the contractually agreed departure date)				
		up to 45 days	44–25 day	24–1 day	On the day of arrival/non-commencement of the journey	
Egypt/Greece/The Canary Islands/Cape Verde/Malta/Morocco/Portugal (incl. Madeira)/Turkey/Tunisia/Cyprus	1.11.–31.10.	15%	25%	40%	80%	
The Balearic Islands	1.11.–10.4.	15%	25%	40%	80%	
	11.4.–31.10.	15%	25%	60%	90%	
Cityhotels Barcelona and Madrid	1.11.–31.10.	25%	50%	80%	90%	
The Maldives/The United Arab Emirates	1.11.–31.10.	25%	40%	60%	90%	
Asia/Caribbean/Mauritius/USA	1.11.–31.10.	15%	25%	40%	80%	
Germany/Austria/Benelux countries/France/Poland	Holiday home, flat or apartment	1.11.–31.10.	25%	50%	80%	90%
	Hotel	1.11.–31.10.	15%	25%	40%	80%
Other destination in continental Europe	1.11.–31.10.	15%	25%	40%	80%	

17.3. Liquidated reimbursement of travel recession costs of the travel price (in %) in accordance with section 6.3 for **airfare-only (scheduled flight)**:

Destination	commencement of the journey	in case of cancellation (before the contractually agreed departure date)	
		up to 90 days	from the 89 day
All destinations	1.11.–31.10.	75%	90%

Operator

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As of: 1 June 2019