

Annex 1 – Part B – Standard information form for package travel contracts in situations other than those covered by Part A

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

Therefore, you will benefit from all EU rights applying to packages. Omnia NV will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Omnia NV has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302

- The traveller will receive all essential information about the package before concluding the package travel contract.
- There is always at least one professional who is liable for the proper performance of all the travel services included in the contract.
- The traveller is given an emergency telephone number or details of a contact point where he can get in touch with the organiser or the travel agent.
- The traveller may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance, fuel prices) and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- The traveller may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the professional responsible for the package cancels the package, the traveller is entitled to a refund and compensation where appropriate.
- The traveller may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, the traveller may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to

the traveller at no extra cost. The traveller may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

- The traveller is also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the trip or holiday, repatriation of the traveller is secured. Omnia NV has taken out insolvency protection with the Travel Guarantee Fund ('Garantiefonds Reizen'). If services are denied because of Omnia NV's insolvency, travellers may contact this entity or, where applicable, the competent authority:

Garantiefonds Reizen
Metrologielaan 8
B-1130 Brussels
Tel.: +32 (0)2 240 68 00
E-mail: info@gfg.be

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