

Cancellation

1. cancellation by the traveller without payment of a compensation lump sum

1.1 The traveller may withdraw from the package travel contract before the start of the package travel - without paying a compensation lump sum - in the following cases:

1.1.1. if unavoidable and extraordinary circumstances arise at the place of destination or in its immediate vicinity, this to be assessed on a case-by-case basis taking into account the content of the contract and the radiation of the relevant circumstance giving rise to the risk, which significantly affect the performance of the package tour or the carriage of persons to the place of destination within the meaning of 11.3. If the traveller withdraws from the contract in these cases, he is entitled to full reimbursement of all payments made for the package tour, but not to additional compensation (cf. § 10 para 2 PRG).

1.1.2 In the cases of point 11.4 (GTC)

The withdrawal has to be declared to the tour operator - for reasons of provability it is recommended to do so by e-mail.

1.2 The traveller can withdraw from the package tour contract after the start of the package tour in the cases of point 13.5 (GTC) - without paying a cancellation fee. 2.

2 Cancellation by the traveller with payment of a cancellation fee

2.1 The traveller is entitled to withdraw from the contract at any time against payment of a cancellation fee. The withdrawal must be declared to the tour operator - for reasons of provability, written form (by e-mail) is recommended. If the package tour was booked through a travel agent, the cancellation can also be declared to the travel agent. The traveller is advised to declare the cancellation on a durable data medium (e.g. paper, email).

15.2 The cancellation fee is a percentage of the tour price and the amount depends on the time of the cancellation declaration as well as the expected saved expenses and income from other use of the travel services. In the event that the lump sum compensation is unreasonable, it may be reduced by the court.

15.3. If the customer withdraws from the travel contract, the tour operator loses the claim to the agreed tour price, but can demand reasonable compensation from the customer. For this purpose, the tour operator has determined the following compensation lump sums, which are determined according to the period of time between the declaration of withdrawal and the start of the tour, the expected saving of expenses by the tour operator and the expected acquisition through other use of the travel services as a percentage of the tour price, depending on the time of withdrawal of the customer, as follows:

- up to the 60th day before departure: 10 %.
- from the 59th to the 30th day before departure: 35 %.
- from the 29th to the 11th day before departure: 45 %.
- from the 10th to the 2nd day before departure: 80%.
- from one day before departure or in case of no-show: 100%.