

INFORMATION NOTE OF EXPLORE ROMANIA TRAVEL AGENCY

Standard information for agreements that refer to travel services packages

The travel services provided to you are a package as per Government Ordinance no. 2/2018 on travel services packages and associated travel services as well as the amendment of certain legal texts. In conclusion, you will benefit from the EU rights that apply to packages. Explore Romania Travel Agency from Romania will be fully liable for the proper performance of the package as a whole.

Also in line with the law, Explore Romania Travel Agency from Romania is covered for the reimbursement of your payments and, if transport is included in the price, for your repatriation in case it becomes insolvent.

Main rights in virtue of Government Ordinance no. 2/2018

As a tourist, you will receive all essential information about the package before signing the Agreement that covers the travel services package.

There will always be at least one retailer liable for the proper performance of all travel services included in the Agreement and you will also be given an emergency phone number or the details of a contact point where you may contact the Agency or the tourism agent. You have the possibility to transfer the package to somebody else following a reasonable notification and possibly the payment of some additional costs.

The package price may go up only if the specific costs increase (for instance fuel prices) and if this is explicitly mentioned in the Agreement and this cannot happen later than 20 days before the start date of the package. If the price increase exceeds 8% of the package price, you have the possibility to terminate the Agreement. Moreover, if Explore Romania Travel Agency from Romania reserves the right to increase the price, you as a customer have the right to a discount if some relevant drop in prices occurs.

If any of the essential elements of the package other than the price changes significantly you may terminate the Agreement without having to pay any termination penalties and you may be fully reimbursed for any payments. If, prior to the start of the package, Explore Romania Travel Agency from Romania cancels it, you are entitled to reimbursement and, depending on the circumstances, to some compensation. Under exceptional circumstances, for instance in case of serious security issues at the destination which are likely to affect the package, you may terminate the Agreement prior to the start of the package without the payment of any penalties. Also, you may terminate the Agreement any time before the start of the package in exchange for the payment of a proper, justifiable termination penalty.

If, after the start of the package, there are important elements of the package which cannot be performed as agreed, adequate alternative services will be offered to you without the payment of any additional cost. You have the possibility to terminate the Agreement without the payment of such termination penalty if services are not performed in accordance with the Agreement which significantly affects the provision of the package and Explore Romania Travel Agency from Romania does not remedy the problem. Moreover, you are entitled to get a discount and/or receive compensation for damages if the travel services are not provided or are provided inadequately.

Explore Romania Travel Agency from Romania must provide assistance if you are in distress. If the Romanian Ecotourism Association becomes insolvent, you will be reimbursed. If the association becomes insolvent after the start of the package and transport is included in the price, your repatriation is guaranteed.

Standard information if the retailer facilitating an associated travel service online in the sense of article 3 point 16 letter a) of Ordinance no. 2/2018 is not the same as the carrier selling a return ticket.

If after having chosen and paid a travel service you book additional travel services for your journey or holiday by using the Explore Romania Travel Agency you WILL NOT benefit from the rights that apply to packages in virtue of Government Ordinance no. 2/2018. Therefore, Explore Romania Travel Agency from Romania is not liable for the proper performance of these individual travel services. In case there are problems, please contact the relevant services provider.

However, if you book any additional travel services during the same visit to the booking website of Explore Romania Travel Agency from Romania, such travel will become part of an associated travel service. In this case, according to the EU law, Explore Romania Travel Agency from Romania is covered to return your payments for the services which were not rendered for reasons of insolvency. Please bear in mind that this does not mean a reimbursement in case of insolvency of the relevant services provider.

Additional information about protection in case of insolvency

Explore Romania Travel Agency from Romania contracted insolvency coverage from Societatea de Asigurare SC OMNIASIG VIENNA INSURANCE GROUP SA, Aleea Alexandru nr. 51 sector 1 Bucuresti, tel.021 405 74 20, fax. 021 311 44 90, email office@omniasig.ro, according to Policy Serie I No.52055. You have the possibility to contact this entity or, depending on the circumstances, the competent authority, if services are denied because of the insolvency of Explore Romania Travel Agency from Romania.

Warning: This insolvency coverage does not cover contracts with parties other than Explore Romania Travel Agency from Romania which may be performed in spite of the insolvency of Explore Romania Travel Agency from Romania.

Agency

Traveller