

## STANDARD INFORMATION FORM OF THE ENTREPRENEUR ALEKSANDRA TRZASKOWSKA "TYLKO DLA ORLIC"

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you are entitled to the protection of applicable EU laws regulating package travel. Aleksandra Trzaskowska - "Tylko Dla Orlic" company is responsible for the proper implementation of the entire touristic event (tour, package).

As per the legal requirements, Aleksandra Trzaskowska's company "Tylko Dla Orlic" has a guarantee in place to ensure the reimbursement of your payments. Should transportation be part of a package, that guarantee will ensure your return to your home country, should the company Aleksandra Trzaskowska - "Tylko Dla Orlic" become insolvent.

Your key rights in accordance to (EU) 2015/2302: Najważniejsze prawa zgodnie z dyrektywą (UE) 2015/2302:

- Before the conclusion of the package agreement, travellers will receive the necessary information in regards to the package.
- At least one trader is always responsible for the proper performance of all the travel services covered by the contract.
- Travelers will receive an emergency phone number or contact point, to enable them to reach a tour operator or travel agent representative during the tour.
- Travelers may transfer the package they purchased to another traveler, provided they notify it within a reasonable period of time; subject to any additional surcharges.
- – The price of a package may be increased only if certain costs (for example, but not only because of fuel costs) increase, and this is expressly provided for in the contract; in no case can the price be increased later than 20 days before the start of the package. If the price increase exceeds 8% of the price of the package, the traveler may terminate the contract. If the tour operator reserves the right to increase the price, conversely the traveler has the right to a price reduction, should relevant costs have decreased.
- Travelers may terminate the contract without incurring any termination fee, and obtain a full refund of any payments, if one of the relevant details of the package (other than the price) changes significantly. If the tour operator responsible for the package cancels it before it starts, travellers shall be entitled to a reimbursement of payments and, where appropriate, compensation.
- In exceptional circumstances: for example, should there be serious safety concerns, which may affect the performance of the package tour at destination, travelers may terminate the contract before the start of the package without paying any termination fee.



**Aleksandra Trzaskowska "TYLKO DLA ORLIC"**

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- In addition, travelers may terminate the contract at any time before the start of the package, against payment of an appropriate fee.
- If, after the start of a package, its significant elements cannot be implemented in accordance with the contract, travelers will have to be proposed, at no additional cost, appropriate alternative services. When services are not provided in accordance with the contract, and the absence of such services significantly affects the implementation of the package without any remedy provided by the tour operator, travelers may terminate the contract without paying a termination fee.
- Travelers are also entitled to receive a price reduction in-lieu of compensation for damage, in the event of documented non-performance, or documented improper performance of sub-contracted travel services to third parties.
- The tour operator must provide assistance to a traveler in a difficult situation during a package tour, if that tour was sold by the company.
- If before the start of the tour, the tour operator was to become insolvent, traveler payments will be refunded. If the tour operator were to become insolvent after the tour start, and if the package also includes transportation, the return of travelers to their home country is ensured. Aleksandra Trzaskowska - "Tylko Dla Orlic" has an insurance policy with Signal Iduna Polska TU S.A. security - Insurance Guarantee No. M 529385 valid until May 6, 2026 – covering cases of insolvency.
- Travelers may contact this entity at (+48 22) 50-56-508, fax (+48 22) 50 -56 - 444, e-mail [turystyka@signal-iduna.pl](mailto:turystyka@signal-iduna.pl) or Travelers may also contact the competent authority, i.e. Governor of the Mazovian Voivodeship, ul. Jagiellonian 26, 03-719 Warsaw, tel. +48 22 5979501 or + 48 22 5979540 should there be a refusal to provide services, due to the insolvency of Aleksandra Trzaskowska - "Tylko Dla Orlic". The Act of 24 September 2017 on tourist events and related travel services (OJ 2019, item 548) is available at: <http://prawo.sejm.gov.pl/isap.nsf/download.xsp/WDU20170002361/U/D20172361Lj.pdf>



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