

Standard information form for package travel contracts

The combination of travel services offered to you constitutes a package travel arrangement within the meaning of the [Consolidated Text of the General Law for the Protection of Consumers and Users and other supplementary laws, approved by Royal Legislative Decree 1/2007 of 16 November](#).

Therefore, you will benefit from all the rights applying in the European Union to package travel. The company WORLD 2 MEET TRAVEL S.L.U. will be fully responsible for the proper performance of the package travel as a whole.

In addition, as required by law, WORLD 2 MEET TRAVEL S.L.U. is covered by a guarantee to refund the payments you have made and, if transport is included in the trip, to ensure your repatriation in the event of insolvency.

Main rights under the [Consolidated Text of the General Law for the Protection of Consumers and Users and other supplementary laws, approved by Royal Legislative Decree 1/2007 of 16 November](#):

- Travellers will receive all the essential information about the package travel before entering into the package travel contract.
- There will always be at least one trader responsible for the proper performance of all the travel services included in the contract.
- Travellers will be provided with an emergency telephone number or the details of a contact point where they can reach the organiser and, where applicable, the retailer.
- Travellers may transfer the package travel to another person, subject to reasonable notice and, where applicable, to the payment of additional costs.
- The price of the package travel may only be increased if specific costs arise (for example, fuel price increases) and this is expressly provided for in the contract, and in no case within the last twenty days before the start of the package travel. If the price increase exceeds eight percent of the price of the package travel, the traveller may terminate the contract. If the organiser reserves the right to increase the price, the traveller shall be entitled to a price reduction if the relevant costs decrease.
- Travellers may terminate the contract without paying any penalty and obtain a full refund of all payments made if any of the essential elements of the package travel, other than the price, are significantly altered. If the trader responsible for the package travel cancels it before it begins, travellers are entitled to a refund of the payments made and, where appropriate, to compensation.
- In exceptional circumstances—for example, if there are serious security problems at the destination that may affect the package travel—travellers may terminate the contract before the start of the package travel without paying any penalty.
- In addition, travellers may terminate the contract at any time before the start of the package travel by paying an appropriate and justifiable termination fee.
- If, after the start of the package travel, significant elements of it cannot be provided, suitable alternative arrangements must be offered to the traveller at no additional cost. Travellers may terminate the contract without paying any penalty if the services are not performed and this substantially affects the performance of the package travel, and the organiser and, where applicable, the retailer fail to remedy the problem.

- Travellers are also entitled to a price reduction and/or compensation for damages in cases of non-performance or improper performance of the travel services.
- The organiser and the retailer must provide assistance to the traveller if they are in difficulty.
- If the organiser or the retailer becomes insolvent, any payments made will be refunded. In the event that the organiser or, where applicable, the retailer becomes insolvent after the start of the package travel and it includes transport, travellers' repatriation will be guaranteed. WORLD 2 MEET TRAVEL S.L.U. has arranged insolvency protection insurance with Seguros Catalana Occidente, S.A. de Seguros y Reaseguros, under policy number N6.980.835-B, with registered office at Paseo de la Castellana, 4, 28046 Madrid, telephone numbers 902 344 000 / 932 220 212. If services are denied due to the insolvency of WORLD 2 MEET TRAVEL S.L.U., travellers may contact that entity or, where applicable, the competent authority, Conselleria de Turismo, C/ Montenegro, 5, 07012 Palma de Mallorca, telephone 971 177 851, or via the following link: <http://www.caib.es/govern/sac/fitxa.do?lang=es&codi=1118899>,
- [Consolidated Text of the General Law for the Protection of Consumers and Users and other supplementary laws, approved by Royal Legislative Decree 1/2007 of 16 November](#)