



## **ANNEX TO THE ALMA CRUISES TRAVEL PACKAGE CONTRACT**

*Standard information form for travel package contracts in which it is possible to use hyperlinks*

The combination of travel services offered to you is a travel package within the meaning of the consolidated text of the Spanish General Law for the Protection of Consumers and Users and other complementary laws, approved by the Royal Legislative Decree 1/2007, of November 16.

You will therefore enjoy all the rights that apply to travel packages within the EU. ALMA VICTORIA, S.L. will be fully responsible for the correct execution of the travel package as a whole.

Furthermore, as required by law, the company ALMA VICTORIA, S.L. is covered by a guarantee to reimburse any payments made and, if transport is included in the trip, to ensure your repatriation in the event of insolvency.

More information about your main rights in accordance with the consolidated text of the Spanish General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16 (which you can access through the following hyperlink: <https://www.boe.es/buscar/act.php?id=BOE-A-2007-20555>).

By following the hyperlink, the traveler will receive the following information:

Main rights under the consolidated text of the Spanish General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16:

- Travelers will receive all essential information about the package travel before signing the contract.
- There will always be at least one entrepreneur responsible for the correct execution of all travel services included in the contract.



- Travelers will be provided with an emergency telephone number or details of a contact point where they can contact the organizer or retailer.

- Travelers may transfer the package to another person, with reasonable notice and, where applicable, subject to the payment of additional costs.

- The price of the travel package may only be increased if specific costs are incurred (for example, fuel prices) and it is expressly stipulated in the contract, and in no case in the last twenty days before the start of the travel package. If the price increase exceeds eight percent of the price of the package, the traveler may terminate the contract. If the organizer reserves the right to increase the price, the traveler shall be entitled to a price reduction if the corresponding costs decrease.

- Travelers 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 other than the price is significantly modified. If the entrepreneur responsible for the travel package cancels it before it starts, travelers will be entitled to a refund of the payments made and, where applicable, compensation.

- In exceptional circumstances, for example, if there are serious security problems at the destination which may affect the travel package, travelers may terminate the contract before the start of the travel package without paying any penalty.

- In addition, travelers may terminate the contract at any time before the start of the travel package by paying a termination penalty, which is appropriate and justifiable.

- If, after the start of the travel package, significant elements of the package cannot be provided, suitable alternative arrangements must be offered to the traveler at no additional cost. Travelers may terminate the contract without paying any penalty in the event of non-performance of services when this substantially affects the performance of the travel package and the organizer or, where applicable, the retailer is unable to resolve the problem.

- Travelers will also be entitled to a price reduction and/or compensation for damages in the event of non-performance or incorrect performance of travel services.

- The organizer and the retailer must provide assistance to the traveler should he or she encounter difficulties.



- If the organizer or the retailer becomes insolvent, payments will be reimbursed. If the organizer or, where applicable, the retailer becomes insolvent after the start of the travel package and this includes transport, the repatriation of travelers will be guaranteed. ALMA VICTORIA, S.L. has taken out an insolvency protection guarantee with AXA Seguros Generales, SA de Seguros y Reaseguros (policy number: 85449680). If services are denied due to the insolvency of ALMA VICTORIA, S.L., travelers may contact said entity or, where applicable, the competent authority (Consejería de Turismo de la Junta de Andalucía).

Contact information :

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Revised text of the Spanish General Law for the Defense of Consumers and Users and other complementary laws, approved by Royal Legislative Decree 1/2007, of November 16 ( <https://www.boe.es/buscar/act.php?id=BOE-A-2007-20555> ).