

# GENERAL TERMS AND CONDITIONS 2022

Dear Guests, please read the following Terms and Conditions of Travel carefully. They shall become, insofar as they are effectively agreed upon, the content of the travel contract to be concluded between the customer and A-ROSA Flussschiff GmbH. They are supplementary to legal provisions of sections 657a-y BGB (German Civil Code) and Articles 250 and 252 of the Introductory Act to the German Civil Code (EGBGB), and fulfil these.

## 1. CONCLUSION OF THE TRAVEL CONTRACT/ OBLIGATIONS FOR FELLOW TRAVELLERS

1.1. The following applies to all booking channels (e.g. in a travel agency, direct booking with the operator, by telephone, online, etc.): a) This offer is based on the trip advertisement and the supplementary information provided by A-ROSA Flussschiff GmbH for the respective trip to the extent it is available to the customer at the time of booking.

b) The customer is responsible for all contractual obligations of the travellers for whom he/she makes the booking as for his/her own obligations to the extent he/she has assumed this obligation by making an express and separate declaration.

c) If the content of the booking confirmation from A-ROSA Flussschiff GmbH differs from the content of the booking, it shall be deemed a new offer from A-ROSA Flussschiff GmbH that shall be binding for a period of ten days. The contract shall be concluded on the basis of this new offer if A-ROSA Flussschiff GmbH has drawn attention to the change regarding the new offer and fulfilled its pre-contractual information obligations and if the customer has accepted the offer within the binding period set by A-ROSA Flussschiff GmbH by making an express declaration or down payment.

d) If an option booking is made, the planned trip shall be reserved for three working days. After this period, the option will automatically become a confirmed booking. Within this period, the customer may choose another travel date or another route free of charge or cancel the trip free of charge.

1.2. Bookings made **orally, by telephone, in writing, by email, text message or by fax** are subject to the following provisions:

a) By making a booking (registering for travel), the customer makes an offer to A-ROSA Flussschiff GmbH to conclude the travel contract with binding effect.

b) The contract shall be formed when the booking confirmation (declaration of acceptance) of A-ROSA Flussschiff GmbH is received. It does not require any particular form. Upon or immediately after the conclusion of the contract, A-ROSA Flussschiff GmbH shall send the customer confirmation of the booking in written or electronic form.

1.3. With regard to **e-commerce bookings (e.g. online, app, teledemia)**, the conclusion of contracts is subject to the following provisions:

a) The electronic booking process is explained to the customer in the respective application.

b) The customer will have the option to correct his/her entries or delete or reset the entire booking form, and the use of this option will be explained.

c) The website will list the contractual languages that are offered for making the electronic booking.

d) If the text of the contract is stored by A-ROSA Flussschiff GmbH, the customer will be informed about this and about his/her option to access the text of the contract at a later time.

e) By clicking on "Book" (book with binding obligation to pay), or a similar formulation, the customer makes an offer to A-ROSA Flussschiff GmbH to conclude the travel contract with binding effect.

f) The customer will receive an electronic confirmation stating that his/her registration for travel was received without undue delay (acknowledgement of receipt).

g) The fact that the registration for travel is transmitted by clicking on the button does not give rise to a claim by the customer that a contract will be formed.

h) The contract is only formed upon the customer's receipt of the booking confirmation from A-ROSA Flussschiff GmbH on a durable medium. If the website confirms the booking immediately after the customer clicks on "Book" (book with binding obligation to pay) by displaying the respective immediate booking confirmation on the screen, the travel contract is formed when this booking confirmation is displayed. In this case, an interim notification regarding receipt of the booking in accordance with

f) above is not required, insofar as the customer is given the option to save the booking confirmation on a durable medium and to print it out. However, the binding effect of the travel contract does not depend on the customer actually making use of these options to save or print it.

1.4 A-ROSA Flussschiff GmbH emphasises that, in accordance with legal provisions of sections 312(7), 312g(2) sentence 1 no. 9 BGB), there is no right of revocation for travel contracts pursuant to Section 651a and 651c BGB concluded by distance selling (letters, catalogues, telephone calls, faxes, emails, text messages, radio, teledemia and online services); instead, the customer has statutory rights of withdrawal and termination, especially the right of withdrawal pursuant to Section 651h BGB (see also 7 in this regard). However, a right of revocation exists if the contract for travel services pursuant to Section 651a BGB was concluded away from business premises, unless the oral negotiations on which the contract conclusion is based were conducted based on the consumer's previous order; there is no right of revocation in the latter case.

## 2. PAYMENT

2.1 A down payment of 25% of the travel price is due for payment following contract conclusion (receipt of the booking confirmation) and receipt of the risk coverage certificate pursuant to Section 651r BGB in conjunction with Article 252 EGBGB. When the down payment has been made, the full premium for an insurance policy brokered by A-ROSA Flussschiff GmbH shall also fall due. Payment is made by credit card or transfer directly to A-ROSA Flussschiff GmbH, depending on the payment method chosen by the customer. Unless expressly agreed otherwise with A-ROSA Flussschiff GmbH, payments to intermediary travel agencies do not discharge the obligation to make payment. The outstanding amount shall fall due 30 days before the start of the trip insofar as the risk coverage certificate has been issued and A-ROSA Flussschiff GmbH can no longer exercise its right of revocation for the reasons set out in 5.2. Where bookings are made within 30 days of the start of the trip, the travel price shall be due in full without delay insofar as the risk coverage certificate has been issued.

2.2. If the customer does not make the down payment and/or the outstanding payment by the agreed due dates, even though A-ROSA Flussschiff GmbH is willing and able to duly render the contractual services and has fulfilled its statutory information obligations and the customer does not have a statutory or contractual right of retention, A-ROSA Flussschiff GmbH shall be entitled, after issuing a reminder and setting a final deadline, to cancel the travel contract and charge the customer cancellation costs as set out in 7.2 sentence 2 to 7.5. 2.3. After full payment for the cruise, but no earlier than three weeks before the start of the cruise, the customer will be issued with his or her travel documents.

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if the deviations are not of major significance and do not impair the overall nature of the trip booked.

4.2. A-ROSA Flussschiff GmbH is obliged to clearly and comprehensibly inform the customer of changes to services immediately after it becomes aware of the reason for such on a durable medium (e.g. also by email, text message or voice message) in a manner that highlights the change. In the event of a significant change to an essential characteristic of a travel service or a deviation from the customer's particular specifications that have been included in the travel contract, Section 651g BGB applies. If the change affects the content of the travel contract, the customer shall be entitled, within a suitable period set by A-ROSA Flussschiff GmbH, at the same time as communication of the change to either accept the change, cancel the travel contract without charge or request a place on a substitute trip if A-ROSA Flussschiff GmbH has offered such a trip. The customer may choose to respond, or not respond, to the communication from A-ROSA Flussschiff GmbH. If the customer responds to A-ROSA Flussschiff GmbH, he/she may either agree to the change, request a place on a substitute trip if such has been offered or cancel the contract free of charge. If the customer does not respond to A-ROSA Flussschiff GmbH at all or within the period set, the communicated change shall be deemed to have been accepted. A-ROSA Flussschiff GmbH will draw the customer's attention to this fact in the communication regarding the service change in accordance with 4.2 in a clear, comprehensible manner that highlights the change.

4.3. Any warranty claims shall remain unaffected insofar as the changed services are deficient. A-ROSA Flussschiff GmbH is obliged to inform the customer about deviations from services without delay. In the event of significant deviations in the travel services from the agreed content of the travel contract before the start of the trip, the customer shall be entitled to cancel the contract. Following the communication from A-ROSA Flussschiff GmbH, the customer shall be obliged to assert this cancellation right without delay.

4.4. If the carriage costs, in particular fuel costs, increase in relation to those which existed at the time of the conclusion of the travel contract, A-ROSA Flussschiff GmbH will increase the price of the cruise in accordance with the following calculation:

a) In the case of an increase relating to an individual seat, A-ROSA Flussschiff GmbH may demand an increased amount from the customer.

b) In other cases, the additional amount demanded by the transport company per means of transport will be divided by the number of seats on the agreed means of transport. A-ROSA Flussschiff GmbH may demand from the customer the increased amount for an individual seat calculated in this way.

4.5. If charges such as taxes, port or airport fees which existed at the time the contract was concluded are increased to the detriment of A-ROSA Flussschiff GmbH, the travel price may be increased by a corresponding proportional amount.

4.6. Such increases shall only be permissible insofar as the period between the conclusion of the contract and the agreed date of the cruise is longer than four months and the circumstances leading to the increase had not occurred before the contract was concluded and were unforeseeable for A-ROSA Flussschiff GmbH at the time the contract was concluded. In the event of a later change to the travel price, A-ROSA Flussschiff GmbH must inform the customer without delay. Price increases after the 20th day before the start of the cruise shall be invalid. If the price increases by more than 8%, the customer shall have the right to cancel the contract without charge or request a place on a trip of at least the same value, provided that A-ROSA Flussschiff GmbH is in a position to offer the customer such a trip without additional charge from among those it has on offer. After being informed by A-ROSA Flussschiff GmbH about the price increase, the customer shall be obliged to assert this right without delay.

4.7. A-ROSA Flussschiff GmbH is obliged to pass on price reductions to the customer in accordance with the above.

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## 5. CANCELLATION BY A-ROSA FLUSSSCHIFF GMBH ON GROUNDS OF CONDUCT AND CANCELLATION OF THE CONTRACT OWING TO THE MINIMUM NUMBER OF PARTICIPANTS NOT BEING REACHED

5.1. A-ROSA Flussschiff GmbH may terminate the travel contract without notice if, despite warnings from A-ROSA Flussschiff GmbH, the customer/traveller continually causes disturbances or behaves in violation of the contract (danger to life and limb) to such a degree that the immediate cancellation of the contract is justified. This does not apply if the conduct in violation of the contract is based on a violation of the tour operator's information obligations. If A-ROSA Flussschiff GmbH cancels the contract, it retains its claim to the travel price; it must, however, take into account the value of any savings in expenses as well as any benefits that may accrue through alternative utilisation of services not utilised by the person concerned, including any amounts refunded by the respective service providers. In these cases, the staff employed by A-ROSA Flussschiff GmbH and the ship's crew are explicitly authorised to protect the interests of A-ROSA Flussschiff GmbH.

5.2. If the minimum number of participants (110 persons) specified in the catalogue or the booking confirmation is not reached, A-ROSA Flussschiff GmbH may cancel the travel contract up to 35 days prior to the start of the trip. A-ROSA Flussschiff GmbH is obliged to inform the traveller that the precondition for the cancellation of the cruise has been met as soon as this situation arises and to send him/her the cancellation declaration without delay. If the trip is not undertaken for this reason, A-ROSA Flussschiff GmbH must refund the customer's payments made towards the travel price without delay, and in any case within 14 days after receipt of the cancellation declaration.

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• 3 days before departure until the day of departure or no-show 90 %

c) For additional themed packages with a separate booking code, such as wellness packages, and also for arrival and departure arrangements and extended stays in hotels, the standard rate shall apply (7.2.a.).

7.3. Before the trip begins, the traveller may request, in accordance with Section 651e BGB, that a third party assume his/her rights and obligations arising from the travel contract. Such a declaration shall be deemed timely if A-ROSA Flussschiff receives it seven days before the start of the trip. A-ROSA Flussschiff GmbH may refuse to accept substitution by the third party if he/she does not satisfy the specific travel requirements or if statutory provisions or administrative orders stand in the way of his or her participation. If a third party enters into the contract, that person and the customer shall be jointly and severally liable to A-ROSA Flussschiff GmbH in respect of the travel price and any additional costs arising from such substitution. For the substitution of a passenger, A-ROSA Flussschiff GmbH will charge an additional fee of € 50 per person for the cruise only. Costs arising from the substitution in respect of any additional services that may have been booked (flights etc.) will be charged in full to the person making the booking.

7.4. A-ROSA Flussschiff GmbH reserves the right to demand higher, individually calculated compensation in place of the above standard rates insofar as A-ROSA Flussschiff GmbH can prove that it has incurred significantly higher expenses than the applicable standard rate. In this case A-ROSA Flussschiff GmbH is obliged to specifically quantify and prove the amount of compensation demanded, taking into account the expenses saved and the possible alternative utilisation of the travel services.

7.5. The customer reserves the right to prove that the reasonable compensation due to A-ROSA Flussschiff GmbH is significantly lower in amount than the standard rate compensation it demands.

7.6 If A-ROSA Flussschiff GmbH is obliged to reimburse the travel price as a result of a cancellation, the payment must be made without delay, and in any case within 14 days after receipt of the cancellation declaration.

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## ENTRY, DATA PROTECTION AND LEGAL INFORMATION

tour operator. Claims can also be asserted through the travel agent if the package holiday was booked through said travel agent. It is advisable to assert claims on a durable medium.

12.2. The period resulting from 12.1. also applies to the notification of damage to baggage or delays in delivering baggage in connection with flights as set out in 10.4. if warranty rights (Sections 651c(3), 651d, 651e(3,4) BGB) are asserted. Claims for damages must be reported within seven days in the case of damaged baggage. Claims for damages due to late arrival of the baggage must be made within 21 days after delivery.

12.3. Abatement claims and claims for compensation should only be asserted against A-ROSA Flussschiff GmbH at the following address: A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany. The customer is strongly encouraged to assert claims in writing.

12.4 A-ROSA Flussschiff GmbH emphasises in relation to the Act on consumer dispute resolution that it does not participate in voluntary consumer dispute resolution. If consumer dispute resolution becomes mandatory for tour operators after these Terms and Conditions of Travel are printed, A-ROSA Flussschiff GmbH shall inform the customer of this in a suitable form. For all travel contracts concluded in electronic business transactions, A-ROSA Flussschiff GmbH refers to the European online dispute resolution platform <http://ec.europa.eu/consumers/odr/>.

### 13. PASSPORT, VISA AND HEALTH REGULATIONS

13.1 Every traveller on A-ROSA river cruise liners must carry a valid identity card or passport. All children (from the time of their birth) must have their own travel document for travel abroad (see Entry Regulations on page 55).

13.2. A-ROSA Flussschiff GmbH will inform nationals of Member States of the European Community in which the cruise is offered about the relevant passport, visa and health regulations before the contract is concluded and about any changes to these regulations before departure. For nationals of other states the appropriate consulate will provide information. In providing this information, it is assumed that there are no peculiarities relating to the person of the customer and any fellow travellers (e.g. dual citizenship, statelessness).

13.3. A-ROSA Flussschiff GmbH will inform the customer about any changes to the regulations set out in the cruise description before the contract is concluded.

13.4. The customer is responsible for obtaining and carrying the officially required travel documents, for any necessary vaccinations and for adherence to customs and foreign currency regulations. Any disadvantages which arise as a result of non-adherence to these regulations, e.g. the payment of cancellation costs, will be charged to the customer. This does not apply if A-ROSA Flussschiff GmbH failed to provide information or the information provided was insufficient or incorrect.

13.5. The customer must provide A-ROSA Flussschiff GmbH all personal data (manifest data) required for the cruise six weeks before the start of the cruise at the latest and must ensure that the manifest data conform to the data in the travel documents. When booking from six weeks before the start of the cruise, the manifest data must be provided immediately.

13.6. A-ROSA Flussschiff GmbH is not liable for the timely issue and delivery of any necessary visas by the respective diplomatic mission if the customer has requested the tour operator to obtain such visas unless it has culpably violated its own obligations.

### 14. ASSIGNMENT, VALIDITY OF TERMS AND CONDITIONS

14.1. Without the consent of A-ROSA Flussschiff GmbH, the customer cannot transfer (assign) claims against A-ROSA Flussschiff GmbH to third parties in part or in whole. This does not apply between the customer and relatives travelling with him/her or people for whom the customer has assumed an obligation in accordance with 1.6.

14.2. These Terms and Conditions of Travel and all information in the A-ROSA catalogue 2020 are correct and up to date as of March 2019. They apply to all trips in the A-ROSA catalogue 2020 with A-ROSA Flussschiff GmbH and replace any previous versions or editions relating to A-ROSA trips.

### 15. APPLICABLE LAW AND JURISDICTION

15.1 German law applies exclusively to the contractual relationship between the customer and A-ROSA Flussschiff GmbH. Insofar as German law is fundamentally not applicable to actions brought by the customer against A-ROSA Flussschiff GmbH abroad

for the liability of A-ROSA Flussschiff GmbH, German law shall apply exclusively with regard to the legal consequences, especially in relation to the nature, scope and amount of the customer's claims.

15.2. Customers may only bring action against A-ROSA Flussschiff GmbH at its registered office in Rostock. For action brought by A-ROSA Flussschiff GmbH against customers, the customer's place of residence is decisive. Rostock is agreed as the place of jurisdiction for action brought against customers who are merchants, legal entities under public or private law or persons whose place of residence or usual abode is abroad or whose place of residence or usual abode is unknown at the time the action is filed.

15.3 The above provisions do not apply:

- if and insofar as the contractually mandatory provisions of international agreements applicable to this contractual relationship provide otherwise in favour of the customer, or
- if and insofar as mandatory provisions of an EU Member State where the customer is a citizen that are applicable to the travel contract are more favourable for the customer than these provisions or the corresponding provisions under German law.

### 16. DUTY TO PROVIDE INFORMATION ABOUT THE IDENTITY OF THE PERFORMING AIRLINE

The EU directive concerning the information of flight passengers about the identity of the performing airline obliges A-ROSA Flussschiff GmbH to inform the customer at the time of booking about the identity of the performing airlines with regard to all flight services in connection with the cruise booked. If the performing airline has not been decided upon at the time of booking, A-ROSA Flussschiff GmbH is obliged to inform the customer about the airline or airlines which will probably perform the flight. As soon as A-ROSA Flussschiff GmbH knows which airline will perform the flight, it must inform the customer. If the airline that the customer has been told will perform the flight changes, A-ROSA Flussschiff GmbH must inform the customer about this change. It must immediately take all reasonable steps to ensure that the customer is informed as quickly as possible about the change. The list of airlines banned within the EU (Blacklist) can be viewed at the following internet page: [http://ec.europa.eu/transport/modes/air/safety/air-ban/index\\_de.htm](http://ec.europa.eu/transport/modes/air/safety/air-ban/index_de.htm)

### ENTRY REQUIREMENTS

The following information applies to citizens of the nations of the European Union at the time of publication. They are subject to the following customs provisions of the Schengen Agreement. The carrying of weapons (knives, firearms, etc.), ammunition, explosive/flammable items and drugs on board is forbidden. Please note that individual countries have different provisions in relation to the import and export of goods and/or foreign exchange. If necessary, please contact your consulate to learn more about the regulations.

### TRAVEL DOCUMENTS

Citizens of the nations of the European Union require a valid identity card or passport for travel. Entries for children in the passports of parents are not valid and no longer entitle the child to cross borders. Therefore, all children (from birth) must have their own travel document when travelling to other countries. Citizens of other countries should check with their relevant consulate regarding any visas or other entry documents that may be required. The following applies for all countries visited: personal items can be imported duty-free. The possession of drugs and intoxicants is subject to punishment with prison sentences or high fines, as is the import of pornographic material.

### HEALTH REGULATIONS

Vaccinations are not mandatory. Children should be vaccinated according to their age and the immunisation schedule. Tetanus/polio/diphtheria: if these vaccinations were carried out more than ten years ago, a booster is recommended; this also applies in the case of hepatitis A vaccinations. Remember to bring effective protection to prevent and treat insect bites (especially in the Danube delta) and sunscreen with a high sun protection factor. Important: Travellers should find out more about infection and vaccination protection measures and other prophylactic measures in good time and seek medical advice if necessary.

### DATA PROTECTION INFORMATION

The protection and the security of your data in terms of the EU General Data Protection Regulation (GDPR) and other data protection regulations is particularly important to us. A-ROSA collects and processes your personal information in order to provide you with our offers and professional service. For this purpose, information such as your surname, first name, address, telephone number and, where applicable, email address and credit card number are collected. In addition, in accordance with international registration regulations, we require your information which we have requested separately in the Ship manifest data form for cross-border passage. As the information may also refer to accompanying persons, we ask you to ensure that this information is collected with the consent of the accompanying persons. You can give us your consent on the Ship manifest data form to use your information to create a personal user profile,

which we will use to send you personalised product information based on the aforementioned form. If you no longer wish to receive this information, for which you have already given us your consent, please confirm this in writing to A-ROSA Flussschiff GmbH, data protection officer, Loggerweg 5, 18055 Rostock, Germany, or by email to [datenschutzbeauftragter@a-rosa.de](mailto:datenschutzbeauftragter@a-rosa.de). Your data will not be shared with third parties, unless it is necessary for the purposes of processing your order or is legally required. To protect your data from unauthorised access, we have taken extensive technical and operational security precautions, which are regularly examined and updated.

### LEGAL INFORMATION

Place of business: A-ROSA Flussschiff GmbH  
Loggerweg 5, 18055 Rostock, Germany, [www.rosa-cruises.com](http://www.rosa-cruises.com)  
Concept and design: Philipp und Keuntje GmbH  
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Printing: BEISNER DRUCK GmbH & Co. KG  
Müllerstraße 6, 21244 Buchholz/Nordheide, Germany  
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Photographs: DuMont image archive/Photographer R.Gerth/ Photographer Johann Scheibner/ Photographer Thomas Schulze, Getty Images, iStock, Shutterstock, Thinkstock, Tourismus & Congress GmbH Region Bonn/Rhein-Sieg/ Ahrweiler, Photo Tex Drieschner: matthias.k Photography  
Date: March 2019. Subject to change.

### RIGHT OF REVOCATION

A-ROSA Flussschiff GmbH mentions that according to legal regulations (sections 312 (7), 312g (2) sentence 1 no. 9 of the German Civil Code) for travel contracts in accordance with sections 651a and 651c of the German Civil Code (from 1/7/2018), which were concluded by means of distance selling (letters, catalogues, telephone calls, faxes, emails, messages sent via mobile phone [SMS] and broadcasting, telemedia and online services), there is no right of revocation, but only the statutory withdrawal and cancellation rights, in particular the right of withdrawal according to section 651h of the German Civil Code (see also item 5). However, there is a right of revocation if the contract for travel services according to section 651a of the German Civil Code was concluded outside of business premises unless the verbal negotiations on which the conclusion of the contract was based were conducted based on previous orders placed by the consumer; there is no right of revocation in the latter case.

## A-ROSA

# PACKAGE TRAVEL DIRECTIVE

### Form for informing the traveller in the case of a package holiday pursuant to Section 651a of the German Civil Code.

The combination of travel services offered to you is a package holiday as defined by Directive (EU) 2015/2302.

You can therefore make use of all EU rights applicable to package holidays. The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, bears all responsibility for the proper execution of the entire package holiday.

The company A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, also has the insurance prescribed by law for reimbursing your payments and, if transport is included in the package holiday, for ensuring your return transport in the event of its insolvency.

### MOST IMPORTANT RIGHTS IN ACCORDANCE WITH DIRECTIVE (EU) 2015/2302:

- Travellers will receive all key information on the package holiday before the package holiday contract is concluded.
- At least one company is always liable for the proper provision of all services included in the contract.
- Travellers will receive an emergency telephone number or details of a contact point through which they can contact the tour operator or the travel agency.
- Travellers may transfer the package holiday to another person within a reasonable period and, depending on the circumstances, at additional cost.
- The price of the package holiday may only be increased if certain costs (e.g. fuel prices) increase and this is expressly provided for in the contract; any increase may only be implemented up to 20 days before the start of the package holiday. If the price increase exceeds 8% of the price of the package holiday, the traveller may cancel the contract. If a tour operator reserves the right to increase the price, the traveller has the right to a price reduction if the relevant costs fall.
- Travellers may cancel the contract without paying a cancellation fee and be reimbursed all payments in full if one of the key elements of the package holiday changes substantially, apart from the price. If the company responsible for the package holiday cancels the package holiday before the start of the holiday, travellers are entitled to reimbursement and, depending on the circumstances, compensation.
- Travellers may cancel the contract without paying a cancellation fee if extraordinary circumstances occur before the start of the package holiday, for example, if there are serious safety problems at the destination that are expected to adversely affect the package holiday.
- Travellers may also cancel the contract at any time before the start of the package holiday against payment of a reasonable and proportionate cancellation fee.
- If key elements of the package holiday cannot be executed as agreed after the start of the package holiday, the traveller shall be offered different, suitable arrangements at no extra cost. The traveller may cancel the contract without paying a cancellation fee (this right is known as termination in the Federal Republic of Germany) if services are not rendered in accordance with the contract and this has significant effects on the provision of contractual package holiday services and the tour operator fails to provide a remedy.
- The traveller is entitled to a price reduction and/or compensation if the travel services are not rendered properly or at all.
- The tour operator shall assist the traveller when the latter experiences difficulties.
- Payments shall be reimbursed in the event of the tour operator's or – in some Member States – the travel agent's insolvency. If the tour operator or, where relevant, the travel agent becomes insolvent after the start of the package holiday and transport is part of the package holiday, the return transport of the travellers shall be guaranteed. A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany, has taken out insolvency insurance with Swiss Re International SE, Niederlassung Deutschland. Travellers may contact this establishment (Swiss Re International SE, Niederlassung Deutschland, MesseTurm, 60308 Frankfurt, tel.: +49 69/76725 5124; email: [Andreas\\_Renner@swissre.com](mailto:Andreas_Renner@swissre.com)) or, where applicable, the competent authority if they are refused services on account of the insolvency of A-ROSA Flussschiff GmbH, Loggerweg 5, 18055 Rostock, Germany.

