

**Appendix No. 1 to Act No. 122/2018 Coll.**

**Example form for trip related information according to Section 1b of Segment 1 letter a) or letter b) of points 1 to 4 of the Act**

The set of tourism services offered to the customer is defined as a trip in accordance with Act No. 159/1999 Coll. on certain conditions of conducting business and on conducting certain activities in the tourism industry as amended, which introduces the EU Directive 2015/2032 into Czech legislature.

The customer will be able to exercise all their rights granted to them by the legislature of the European Union pertaining to tourism. The travel agency (Festa Olomouc s.r.o., 28. října 9, 77900 Olomouc, VATIN: CZ25903071) will take full responsibility for the proper provision of all services included in the trip.

The travel agency (Festa Olomouc s.r.o., 28. října 9, 77900 Olomouc, VATIN: CZ25903071) is legally obligated to secure protection for the event of a bankruptcy (guarantee premium or a bank guarantee), on the basis of which the customer will be reimbursed for any payments made for services that have not been provided due to the travel agency's bankruptcy. Should any of the travel agency's travel services be a part of the trip, the repatriation of the customer will be provided.

**General rights of customer according to Act No. 159/1999 Coll. as amended and Act No. 89/2012 Coll. of the Civil Code as amended**

- Before entering into a travel contract, the customer will receive all necessary information regarding the trip in accordance with Section 9a of Act No. 159/1999 Coll. on certain conditions of conducting business and on conducting certain activities in the tourism industry as amended, e.g. information about the trip's destination, the vehicles used, accommodation, catering etc.
- The travel agency is obligated to properly provide the customer with all the travel services agreed to in the travel contract.
- The customer will receive a phone number to call in an emergency or directions to a place where they can contact the travel agency.
- The customer can transfer the travel contract to a different person if they notify the travel agency sufficiently in advance or pay any additional costs that may arise from such a transfer.
- The price of a trip can only be increased in the event of a specific increase in costs (e.g. the rise of fuel prices) and only if it is explicitly stated in the travel contract. This increase must be done at least 20 days before the commencement of the trip. Should the price of the trip increase by more than 8% of the trip's original price, the customer is granted the right to withdraw from the contract. Should the travel agency reserve the right to increase the cost of the trip, the customer has the right to ask for a price reduction if specific travel costs decrease.
- The customer can withdraw from the travel contract without any severance and be reimbursed for any payments made if any integral part of the trip, except for its price, has been significantly changed. If the travel agency cancels the trip before its commencement, the customer is entitled to a full refund and reimbursement of any damages that may have been caused by the cancellation.

- The customer can withdraw from the travel contract without any severance before the commencement of the trip should any unexpected and extraordinary circumstances that would impact the travel agency's ability to provide the travel experience occur at the trip's target destination or in its immediate proximity (e.g. any security issues at or near the destination).
- The customer can withdraw from the travel contract before the commencement of the trip if they pay a reasonable and justifiable severance.
- If after the commencement of the trip some of its integral elements cannot be provided in accordance with the travel contract, the customer must be offered suitable substitutes without any further cost increase. The customer can withdraw from the contract without paying any severance if any of the integral services provided are not in accordance with the travel contract and the travel agency has not offered any suitable substitutes.
- If any of the offered tourism services included in the travel contract have not been provided or have been provided in an improper manner, the customer has the right to a discount on the trip's price, reimbursement of any damages caused or both.
- The travel agency is obligated to help the customer should they find themselves in an emergency.
- In the event of the travel agency's bankruptcy before the commencement of the trip, the customer will be reimbursed for any payments made in advance or for the price of the trip including the price for a travel voucher. In the event of the travel agency's bankruptcy after the trip has already commenced, the customer will be reimbursed for any differences between the price of the services they have paid for and the cost of the services provided. Should the travel agency file for bankruptcy after the commencement of the trip and should any of its travel services be a part of the trip, the repatriation of the customer will be provided. The travel agency Festa Olomouc s.r.o., 28. října 9, 77900 Olomouc, VATIN: CZ25903071 has secured protection for the event of a bankruptcy with UNIQUA, a.s. (address: Evropská 136/810, 160 12 Praha 6, VATIN: 49240480, e-mail: info@uniqa.cz, tel.: +420 488 125 125). The customer can contact this subject if any of the agreed-to services have not been provided due to the bankruptcy of the travel agency.

**The Directive of the European Parliament and the Council of the European Union 2015/2032 is introduced into the Czech legislature by Act No. 159/1999 Coll. on certain conditions of conducting business and on conducting certain activities in the tourism industry as amended by Act No. 111/2018 Coll. and in Sections 2521–2549a of Act No. 89/2012 Coll. of the Civil Code as amended by Act No. 111/2018 Coll., which can be found on the website of the Ministry for Regional Development (<http://www.mmr.cz/>); this form of publication has a purely informative character.**