



voyamee.com

Voyamee Travel Conditions

EUROPEAN DIRECTIVE FOR TOURIST PACKAGES

Standard information form for Voyamee package deals

The combination of tourism services offered to you is a package within the meaning of Directive (EU) 2015/2302. Therefore, you will benefit from all the EU rights that apply to the packages. The company Voyamee S.R.L. will be fully responsible for the correct execution of the package as a whole. Furthermore, as required by law, the company Voyamee S.R.L. has a protection to reimburse your payments and, if the transport is included in the package, guarantee your repatriation if it becomes / becomes insolvent. For more information on fundamental rights under directive (EU) 2015/2302 <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32015L2302&from=IT>

Fundamental rights pursuant to directive (EU) 2015/2302

- Travelers will receive all essential information on the package before the conclusion of the package travel contract.
- There is always at least one professional responsible for the correct execution of all tourist services included in the contract.
- Travelers are informed of an emergency telephone number or contact point data to reach the organizer or travel agent.
- Travelers can transfer the package to another person, subject to reasonable notice and possibly for additional costs.
- The package price can only be increased if specific costs increase (for example, fuel prices) and if expressly provided for in the contract and, in any case, no later than 20 days before the start of the package. If the price increase is more than 8% of the package price, the traveler can cancel the contract. If the organizer reserves the right to increase the price, the traveler is entitled to a price reduction if there is a decrease in the relevant costs.
- Travelers can terminate the contract without paying any termination fees and obtain full reimbursement of payments if any of the essential elements of the package, other than the price, have substantially changed. If, before the start of the package, the professional responsible for the package cancels the package, the travelers have the right to obtain a refund and, if necessary, compensation.
- Travelers may, in exceptional circumstances, terminate the contract without paying any termination fees before the start of the package, for example if there are serious security problems at the destination that may affect the package.
- If, after the beginning of the package, substantial elements of the same cannot be supplied according to what has been agreed upon, suitable alternative solutions must be offered to the traveler, without price supplement. Travelers can terminate the contract, without paying any termination fees, if the services are not performed as agreed and this significantly affects the execution of the package and the organizer has not remedied the problem.
- Travelers are also entitled to a price reduction and / or compensation for damages in the event of failure or non-compliance with tourist services.
- The organizer is obliged to provide assistance if the traveler is in difficulty.
- If the organizer or, in some Member States, the seller becomes insolvent, the payments will be reimbursed. If the organizer or, if applicable, the seller becomes insolvent after the start of the package and if transport is included in the package, the repatriation of the travelers is guaranteed. Voyamee S.R.L. has signed a protection in the event of insolvency with Fondo Vacanze Felici S.c.a.r.l., with registration number 1796. As an ordinary member of the Fondo Vacanze Vacanze Felici, Voyamee Srl meets the Italian provisions of the Legislative Decree 21/05/2018 nr. 62 - Section V art. 47 relating to tourist packages and related tourist services.