

Form No 1 approved by
Order No V-133
of the Director of the State Board of Tourism
under the Ministry of the Economy
of 7 August 2018

STANDARD INFORMATION FORM WHEN A PACKAGE TRAVEL CONTRACT IS CONCLUDED

1. It is mandatory for tour organisers and/or travel retailers to use this form to provide standard pre-contractual information when a tourist purchases package travel.
2. The fields in the form shall be completed with relevant specific information.
3. The information referred to in a section of the form shall be provided in a single place.
4. The font used in the form shall be clearly legible. Bold font, shading or larger font sizes shall be used for the information elements to be highlighted.
5. Before a package travel contract is signed without the standard pre-contractual information as referred to in the form, the tour organiser and/or travel retailer must provide the tourist with the information referred to in Article 6.748(1) of the Lithuanian Civil Code.
If a package travel contract is concluded after the tourist's data are transmitted to another tourist service provider, the information referred to in the first part of this point shall be provided in so far as it is linked to the corresponding package travel services provided by them.
6. The information to be provided in the form corresponds to the content of the forms as referred to in Parts A, B and C of Annex I to Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC.

STANDARD INFORMATION FORM

I. (Information to be provided on the website of the tour organiser and/or travel retailer (where a package travel contract is concluded online) or directly to the tourist)

The combination of tourist services offered to you is **package travel** within the meaning of Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (hereinafter 'Directive (EU) 2015/2302').

(This provision does not apply if the package travel contract is concluded after transmission of the tourist's data to another tourist service provider)

If you conclude a contract with [Name of tourist service provider] at the latest 24 hours after receiving confirmation of the booking from [Name of tour organiser], the travel services provided by [Name of tour organiser] and [Name of tourist service provider] will constitute **package travel** within the meaning of Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council Directive 90/314/EEC (hereinafter 'Directive (EU) 2015/2302').

(This provision applies only if the package travel contract is concluded after transmission of the tourist's data to another tourist service provider)

Therefore, you will benefit from all EU rights applying to package travel. [Name of tour organiser]

will be fully responsible for the adequate performance of the package travel as a whole.

Additionally, as required by law, [Name of tour organiser] has sufficient protection in place to refund the money you have paid for the package travel and, where transport services are included in the package travel, to ensure your repatriation (return to the original point of departure) in the event that [Name of tour organiser] becomes insolvent.

More information on key rights under Directive (EU) 2015/2302

(To be provided in the form of a hyperlink or directly to the tourist in the form of the information referred to in Part II)

(To be provided in the form of a hyperlink if the information referred to in Part II is not provided directly to the tourist)

II. (Information to be provided to the tourist in the form of a hyperlink or directly)

Key rights under Directive (EU) 2015/2302:

- The tourist must receive all essential information about the package travel before concluding the package travel contract.
- The tour organiser is liable for the adequate performance of all the travel services included in the contract.
- The tourist is given an emergency telephone number or details of a contact point where he or she can get in touch with the tour organiser or the travel retailer.
- The tourist may transfer the package travel to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package travel for the tourist may only be increased in the following circumstances:
 - specific costs rise (an increase in the cost of fuel or other power sources for the carriage of tourists, a change in the level of taxes or fees on the services included in the contract imposed by third parties not directly involved in the performance of the package travel, or a change in the exchange rate relevant to the package travel);
 - if the possibility that specific costs may rise is expressly provided for in the contract;
 - if the tourist is informed not later than 20 days before the start of the package travel.
- If the price increase exceeds 8 % of the price of the package travel, the tourist may terminate the contract. If the tour organiser reserves the right to a price increase, the tourist has a right to a price reduction if there is a decrease in the relevant costs.
- The tourist may terminate the package travel contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package travel, other than the price, are changed significantly. If before the start of the package travel the tour organiser responsible for the package travel cancels the package travel, the tourist is entitled to a refund of money paid and to compensation where appropriate.
- The tourist may terminate the package travel contract without paying any termination fee before the start of the package travel in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package travel.
- The tourist may terminate the package travel contract at any time before the start of the package travel in return for payment of an appropriate and justifiable termination fee.
- If, after the start of the package travel, significant elements of the package travel cannot be provided as agreed, suitable alternative arrangements must be offered to the tourist at no extra cost. The tourist may terminate the package travel contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package travel and the organiser fails to remedy the problem.

- The tourist is entitled to a price reduction and/or compensation for damages where the package travel services are not performed or are inadequately performed.
- The tour organiser has to provide assistance if the tourist is in difficulty.
- If the tour organiser becomes insolvent, payments made by the tourist for the package travel will be refunded. If the tour organiser becomes insolvent after the start of the package travel and if transport services are included, repatriation of the tourist is secured.
- [Name of tour organiser] has taken out insolvency protection with [Name of insurance company or financial institution].
- The tourist may contact the competent authority — the State Board of Tourism under the Ministry of the Economy, Gedimino pr. 38, LT-01104 Vilnius, email vtd@tourism.lt, tel. 8 706 64976 — if the services are denied because of the insolvency of [Name of tour organiser].

Directive (EU) 2015/2302 can be found at <https://e-seimas.lrs.lt>

(To be provided if the information referred to in Part II/the information on key rights is provided directly to the tourist)
