

## Part A Standard information form for travel package contracts where the use of hyperlinks is possible

In accordance with the requirements of the Tourism Code, a standard information form is made available to you for your tourist package (form A of APPENDIX 1 to the French *Arrêté* of 1 March 2018 below).

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 and Article L.211-2 II of the Tourism Code.

You will therefore benefit from all the rights granted by the European Union applicable to packages, as transposed in the Tourism Code. **JALPAK International (France) S.A.S** will be entirely responsible for the proper execution of the package as a whole.

In addition, as required by law, **JALPAK International (France) S.A.S** has protection to refund your payments and, if transportation is included in the package, to ensure your repatriation in the event that they become insolvent..

For more information on essential rights under Directive (EU) 2015/2302 [<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32015L2302&from=FR>].

By clicking on the hyperlink, the traveller will receive the following information:  
Essential rights under Directive (EU) 2015/2302 transposed into the Tourism Code

Travelers will receive all essential information about the package before concluding the package travel contract.

Both the organizer and the retailer are responsible for the proper execution of all travel services included in the contract.

Travelers are provided with an emergency telephone number or contact information to reach the organizer or retailer.

Travellers may transfer their package to another person, with reasonable notice and possibly subject to additional charges.

The price of the package may only be increased if specific costs increase (e.g. fuel prices) and if this possibility is explicitly provided for in the contract, and may in any case not be changed less than twenty days before the start of the package.

If the price increase exceeds 8% of the package price, the traveller may withdraw from the contract. If the organizer reserves the right to increase the price, the traveller is entitled to a price reduction in the event of a decrease in the corresponding costs.

Travellers may cancel the contract without paying cancellation fees and receive a full refund of payments made if any of the essential elements of the package, other than the price, undergo a significant change. If, prior to the start of the package, the professional responsible for the package tour cancels it, the travellers have the right to obtain a refund and a compensation, if applicable.

Travellers may cancel the contract without paying a cancellation fee prior to the start of the package in case of exceptional circumstances, for example, if there are serious safety issues at the destination that may affect the package.

In addition, travellers may, at any time prior to the start of the package, cancel the contract upon payment of an appropriate and justifiable cancellation fee.

If, after the start of the package, important elements of the package cannot be provided as planned, appropriate alternative services must be offered to the travellers at no additional cost.

Travellers may withdraw from the contract without paying a withdrawal fee if the services are not performed in accordance with the contract if this significantly disrupts the execution of the package and if the organizer does not remedy the problem.

Travellers are also entitled to a price reduction and/or compensation in case of non-performance or improper performance of travel services.

The organizer or retailer must provide assistance if the traveller is in difficulty.

If the organizer or retailer becomes insolvent, the amounts paid will be refunded. If the organizer or retailer becomes insolvent after the start of the package and if transportation is included in the package, the repatriation of the travellers is guaranteed. **JALPAK International (France) S.A.S** has taken out insolvency protection with **ALLIANZ OPERATIONS ENTREPRISES** [7 place du Dôme – TSA 21017 – 92099 LA DEFENSE Cedex, from the Insurance contract n ° 86.014.760]. Travelers may contact this entity if they are denied services due to **JALPAK International (France) S.A.S** 's insolvency.

Directive (EU) 2015/2302 transposed into national law

[https://www.legifrance.gouv.fr/affichCodeArticle.do;jsessionid=B6B56671A51841699A8FB7B4B5EB08A2.tplgfr21s\\_1?idArticle=LEGIARTI000036242695&cidTexte=LEGITEXT000006074073&categorieLien=id&dateTexte=20180701](https://www.legifrance.gouv.fr/affichCodeArticle.do;jsessionid=B6B56671A51841699A8FB7B4B5EB08A2.tplgfr21s_1?idArticle=LEGIARTI000036242695&cidTexte=LEGITEXT000006074073&categorieLien=id&dateTexte=20180701)