

Standard form for providing information related to package travel contracts, where the use of hyperlinks is possible

Appendix No. 1 to Art. 82, para. 1 (New, SG No. 37/2018, effective as from 01.07.2018)

Tour operator under the current tourist package, responsible for its production and quality - "Events Bulgaria Tour" Ltd., UIC 205965238, headquarters and business address: Sofia, Suhata Reka R.D., bl. 135, entrance Б, fl. 1, ap.16, represented by Dragomir Vasilev Dzhankov, with Certificate of registration No. PK-01-8115 for tour operator and travel agent, phone number +359 879055315, web address: www.eventsbulgariatour.com

The offered combination of travel services classifies as a travel package according to Directive (EU) 2015/2302.

For this reason you will be able to make use of all rights guaranteed in the EU, which apply to travel packages. "Events Bulgaria Tour" Ltd. will be fully responsible for the accurate implementation of the travel package.

In accordance with the legal requirements "Events Bulgaria Tour" Ltd. has arranged the necessary precautions for refunds and, in cases where transport is included, return in case of failure.

More detailed information about Directive (EU) 2015/2302 can be found on the following web address: <http://eur-lex.europa.eu/legal-content/BG/TXT/?uri=CELEX%3A32015L2302>

Clients will receive the following information on the abovementioned address: Basic rights according to Directive (EU) 2015/2302:

1. Clients will receive basic information concerning the travel package before having to agree to it.
2. There is always at least one trader who is responsible for the correct execution of all travel services included in the contract.
3. Clients will receive a phone number or other contact information for emergencies to contact the travel agent or tour operator.

4. Clients can transfer the travel package to another person with prior notification within an acceptable timeframe and in some cases payment for additional expenses.

5. The travel package can get more expensive, only in cases where an increase in cost is mentioned in the contract or specific goods or services increase in price (for example fuel). The increase in cost can be announced no later than 20 days before the start of the travel package. If the increase in cost is greater than 8% of the original price the travel package can be cancelled. When the tour operator reserves the right to increase the price, the traveller shall be entitled to a price reduction if there is a reduction in the relevant costs.

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6. Travellers can terminate the contract without paying a contract termination fee and receive a full refund of all payments in the event of a significant change in any of the main elements of the travel package other than the price. When, before the start of the package, the trader responsible for the package cancels it, the travellers are entitled to a refund of the amounts paid on their behalf and, if appropriate, the corresponding compensation.

7. Prior to the start of the package, travellers may terminate the contract without paying a contract termination fee in the event of exceptional circumstances, such as serious security problems at the destination, which could affect the package.

8. Clients are able to terminate the contract at any time before the beginning of the travel package. However, if they choose to do so, they will need to pay a fine.

9. If an element cannot be provided after the beginning of the travel package, it must be substituted with suitable alternatives, at no additional cost.

10. Clients can terminate the contract, without paying a fine, in cases where the provided services are not in accordance with the contract, hindering the completion of the travel package and the tour operator has failed to remove the issue.

11. Clients are also entitled to a reduction in the price and/or compensation for damages if the services are provided poorly or not at all.

12. The tour operator is obliged to help in case of emergency.

13. When the tour operator goes bankrupt, the payments made will be refunded. When the tour operator or the travel agent goes bankrupt after the start of the travel package and it includes transportation, the return of clients is provided. "Events Bulgaria Tour" Ltd. is protected in case of bankruptcy in ZK LEV INS AD, Sofia, 67A "Simeonovsko Shose" Blvd., tel.: 02/404 94 92; 0800 15 333, www.lev-ins.com (the entity responsible for protection against bankruptcy – the insurance company). Travellers can contact ZK LEV INS AD, Sofia, 67A "Simeonovsko Shose" Blvd., tel.: 02/404 94 92; 0800 15 333, www.lev-ins.com if the performance of the services is refused due to the bankruptcy of "Events Bulgaria Tour" Ltd.

Directive (EU) 2015/2302, as transposed into national law, can be found as a link to the Tourism Act on the website of the Ministry of Tourism.