

Standard information sheet for travel package contracts

The combination of travel services proposed is considered a package in the sense of the EU directive 2015/2302 and of article L. 211-2 II of the French Code of Tourism.

You will therefore benefit from all the rights granted by the European Union applicable to packages, such as transcribed in the French Code of Tourism. PVCP Distribution is wholly responsible for the proper execution of the package in its entirety.

In addition, as required by law, PVCP Distribution is insured should they be required to refund your payments and, if transport is included in the package, to ensure your repatriation in the event that they should go bankrupt.

Basic rights under the EU directive 2015/2302 as transcribed in the French Code of Tourism: Travellers will receive all the basic information relating to the package before concluding the travel package contract. The vendor and the retailer are responsible for the proper execution of all the travel services included in the contract.

Travellers will receive an emergency telephone number or the details for a contact person that will enable them to join the vendor or the retailer.

Travellers may transfer their package to another person, provided that notice is given, reasonably in advance, and subject to the potential payment of supplementary fees.

The price of the package cannot increase unless specific costs increase (e.g., the price of fuel) and only if this possibility is explicitly provided for in the contract, and cannot under any circumstances be changed less than twenty days before the beginning of the package. If the price increase exceeds 8% of the original package price, the traveller may rescind the contract. Just as the vendor reserves the right to increase the price, the traveller is entitled to a price reduction in the event of the diminution of corresponding costs. Travellers may rescind the contract without liability for cancellation fees, and be entirely refunded for the payments carried out, if one of the basic elements of the package, other than the price, undergoes significant change. If, before the beginning of the package, the professional responsible for it were to cancel said package, the traveller(s) is/are entitled to a refund and damages, if applicable.

Travellers may rescind the contract without liability for cancellation fees before the beginning of the package in the event of extenuating circumstances, e.g., if serious issues exist regarding security at the destination location, liable to affect the package.

In addition, travellers may, at any time before the beginning of the package, rescind the contract by means of paying appropriate and justified cancellation fees.

If, after the beginning of the package, significant components of the latter cannot be provided as planned, other appropriate services will be proposed to the traveller(s), without additional cost. Travellers may rescind the contract without liability for cancellation fees when services are not carried out according to the contract, and this considerably disrupts the execution of the package, and the vendor does not remedy the situation. Travellers also have the right to a price reduction and/or damages in the event of the non-fulfilment or the poor execution of travel services.

The vendor or the retailer is bound to provide assistance should the traveller find themselves in difficulty. Should the vendor or the retailer go bankrupt, the amounts paid will be refunded.

Should the vendor or the retailer go bankrupt after the beginning of the package, and if transport is included in the package, the repatriation of travellers is guaranteed. PVCP Distribution has taken out a protective insurance policy against bankruptcy with the APST.

Travellers may contact this entity (Garantie Financière APST, 15 avenue Carnot F-75017 Paris, info@apst.travel, +33 (0)144 092 535 ()) should services be refused to them due to the bankruptcy of PVCP Distribution.

EU Directive 2015/2302 transposed into national legislation:

https://www.legifrance.gouv.fr/affichCodeArticle.do;jsessionid=B6B56671A51841699A8FB7B4B5EB08A2.tplgfr21s_1?idArticle=LEGIARTI000036242695&cidTexte=LEGITEXT000006074073&categorieLien=id&dateTexte=20180701