

Standard information sheet for package tours in accordance with § 4 PRV – Appendix I Part A
Important information about your rights in accordance with § 4 of the Package Travel Regulation

The combination of travel services offered to you is a package tour within the meaning of the Package Travel Regulation (PRV). Therefore, you can claim all EU rights that apply to package tours.

The company PEAKX experiences bears full responsibility for the proper execution of the entire package tour. In addition, PEAKX experiences has the legally required insurance to refund your payments and, if transport is included in the package tour, to ensure your return transport in the event of its insolvency.

Key rights under the PRV:

1. Travelers receive all essential information about the package tour before concluding the package tour contract.
2. At least one entrepreneur is always liable for the proper provision of all travel services included in the contract.
3. Travelers receive an emergency number or details of a contact point through which they can contact the tour operator or travel agent.
4. Travelers may transfer the package tour to another person within a reasonable period of time and, in some cases, at an additional cost.
5. The price of the package tour may only be increased if certain costs (e.g., fuel prices) increase and if this is expressly provided for in the contract, in any case no later than 20 days before the start of the trip. If the price is increased by more than 8%, the traveler may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveler has the right to a price reduction if the relevant costs decrease.
6. Travelers may withdraw from the contract without paying a cancellation fee and receive a full refund of all payments if one of the essential components of the package tour—with the exception of the price—is significantly changed.
7. If the tour operator cancels the package tour before it begins, travelers are entitled to a refund and, under certain circumstances, compensation.
8. Travelers may withdraw from the contract without paying a cancellation fee in exceptional circumstances before the start of the package tour, for example if serious security problems arise at the destination that are likely to affect the package tour.
9. Travelers may withdraw from the contract at any time before the start of the package tour upon payment of a reasonable cancellation fee.

10. If, after the start of the package tour, essential components of the package tour cannot be provided as agreed, the traveler must be offered reasonable alternative arrangements at no additional cost. The traveler may terminate the contract without paying a cancellation fee if services are not provided in accordance with the contract and this has a significant impact on the performance of the package tour and the tour operator fails to remedy the situation.
11. The traveler is entitled to a price reduction and/or compensation if the travel services are not provided or are not provided properly.
12. The tour operator shall provide assistance to the traveler if he or she encounters difficulties.
13. In the event of the insolvency of the tour operator or, in some Member States, the travel agent, payments will be refunded. If the insolvency of the tour operator or, where applicable, the travel agent occurs after the start of the package tour and transport is part of the package tour, the return transport of the travelers will be ensured.

The package tours organized by PEAKX experiences are secured in the event of insolvency by a bank guarantee from Sparkasse Imst AG, Sparkassenplatz 1, 6460 Imst.

The organizer accepts customer payments as a deposit/advance payment of up to a maximum of 20% of the travel price no earlier than 11 months before the end of the trip, with the remaining payment due 20 days before departure.

The increased security (§ 4 (4) RSV) is guaranteed by the above-mentioned bank guarantee. In the event of insolvency, all claims must be submitted to the liquidator, TVA-Tourismusversicherungsagentur GmbH, Ferstelgasse 6, 1090 Wien, Tel.: +43 (0)1 / 361 90 77-0, office(at)tourismusversicherung.at, www.tourismusversicherung.at.

Contact details of the tour operator:

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