

## STANDARD INFORMATION FORM FOR TOURIST EVENT PARTICIPATION AGREEMENTS

The combination of tourist services offered to you constitutes a tourist package within the meaning of Directive (EU) 2015/2302.

As a result, you will be entitled to all EU rights applicable to tourist packages. The company Zuri Sun Travel will bear full responsibility for the proper execution of the entire tourist package.

Furthermore, in accordance with legal requirements, the company Zuri Sun Travel has security to ensure the reimbursement of your payments and, if transport is part of the tourist package, to ensure your return to the country in the event that the company Zuri Sun Travel becomes insolvent.

### Key Rights According to Directive (EU) 2015/2302

- Before concluding a contract for participation in a tourist event, travelers will receive all necessary information about the tourist event.
- At least one entrepreneur is always responsible for the proper performance of all the tourist services covered by the contract.
- Travelers will receive an emergency phone number or contact point details, allowing them to reach the organizer or the travel agent.
- Travelers can transfer the tourist event to another person, provided they notify within a reasonable time, subject to any additional costs.
- The price of the tourist event may only be increased if certain costs (e.g., fuel costs) increase, and this is clearly stated in the contract; in no case can the price increase occur later than 20 days before the start of the tourist event. If the price increase exceeds 8% of the event's price, the traveler may cancel the contract. If the organizer reserves the right to increase the price, the traveler has the right to a price reduction if the relevant costs have decreased.
- Travelers can cancel the contract without any cancellation fee and receive a full refund of all payments if one of the essential elements of the tourist event, other than the price, changes significantly. If the entrepreneur responsible for the tourist event cancels it before the event starts, travelers are entitled to a refund of their payments and, where appropriate, compensation.
- In exceptional circumstances—such as serious safety issues at the destination that may affect the tourist event—travelers can cancel the contract before the start of the tourist event without any cancellation fee.
- Additionally, travelers can cancel the contract at any time before the tourist event starts, for a reasonable and justifiable fee.
- If after the start of the tourist event significant elements cannot be performed according to the contract, appropriate alternative services must be offered, without additional costs.
- If services are not provided in accordance with the contract and this significantly affects the execution of the tourist event, and the organizer fails to resolve the issue, travelers can cancel the contract without cancellation fees.
- Travelers are also entitled to a price reduction or compensation for damages in cases of non-performance or poor performance of the tourist services.
- The organizer must provide assistance to travelers in distress.

- If the organizer becomes insolvent, payments will be refunded. If the organizer becomes insolvent after the start of the tourist event, and the event includes transport, the organizer will ensure the travelers' return to their home country. Zuri Sun Travel has taken out insolvency protection with SIGNAL IDUNA POLSKA TU S.A. Travelers can contact this company or, where appropriate, the relevant authority, Urząd Marszałkowski Województwa Śląskiego, ul. Ligonía 46, 40-037 Katowice, tel. 32 77 40 837, if Zuri Sun Travel refuses to provide services due to insolvency.

The Directive (EU) 2015/2302 is available at the following address:

<https://op.europa.eu/pl/publication-detail/-/publication/d9dbbde8-9fd7-11e5-8781-01aa75ed71a1/language-pl>

<http://prawo.sejm.gov.pl/isap.nsf/download.xsp/WDU20170002361/U/D20172361Lj.pdf>

