



# Travel Information Form

The combination of travel services offered to you constitutes a package within the meaning of the applicable legislation. Therefore, you will benefit from all EU rights applying to package travel.

Transalpino Viagens e Turismo will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, Transalpino Viagens e Turismo has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event of insolvency.

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## Essential rights provided for under Decree-Law No. 17/2018 of 8 March:

- Travellers will receive all essential information about the package before concluding the package travel contract.
  - There is always at least one trader responsible for the proper performance of all the travel services included in the contract.
  - Travellers are provided with an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agency.
  - Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
  - The price of the package may only be increased if specific costs increase (for instance, fuel prices), if this possibility is expressly provided for in the contract, and in any event no later than 20 days before the start of the package. If the price increase exceeds 8% of the package price, the traveller may terminate the contract. If the organiser reserves the right to increase the price, the traveller is entitled to a price reduction if the relevant costs decrease.
  - Travellers may terminate the contract without paying any termination fee and obtain a full refund of any payments made if any of the essential elements of the package, other than the price, are significantly changed. If, before the start of the package, the organiser cancels it, travellers are entitled to a refund and, where appropriate, compensation.
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- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of unavoidable and extraordinary circumstances, for instance where there are serious security problems at the destination likely to affect the package.



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- In addition, travellers may terminate the contract at any time before the start of the package, subject to payment of an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements must be offered to the traveller at no extra cost. Travellers may terminate the package travel contract without paying any termination fee where the services are not performed in accordance with the contract and this substantially affects the performance of the package, and the organiser fails to remedy the lack of conformity.
- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The organiser must provide assistance if the traveller is in difficulty.
- If the organiser or the retailer becomes insolvent, payments will be refunded. If the organiser or the retailer becomes insolvent after the start of the package and if transport is included, repatriation of the travellers is secured.

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Transalpino Viagens e Turismo has taken out insolvency protection with the Travel and Tourism Guarantee Fund (Fundo de Garantia de Viagens e Turismo).

Travellers may contact this entity or, where applicable, the competent authority:  
Turismo de Portugal, I.P.  
Rua Ivone Silva, Lote 6  
1050-124 Lisbon, Portugal  
Telephone: +351 211 140 200  
Email: [info@turismodeportugal.pt](mailto:info@turismodeportugal.pt)  
if services are denied due to the insolvency of Transalpino Viagens e Turismo.

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<https://eur-lex.europa.eu/legal-content/PT/TXT/?uri=CELEX%3A32015L2302>  
Website providing Directive (EU) 2015/2302 as transposed into national law:  
[www.dre.pt](http://www.dre.pt)