

## FORM FOR PROVISION OF STANDARD INFORMATION WHEN THE ORGANISED TRAVEL CONTRACT IS CONCLUDED WITH THE TOUR OPERATOR “TEZ TOUR“

1. This form is mandatory for the tour operator and/or travel agent providing pre-contractual standard information when a traveller purchases an organized travel.
2. In addition to the pre-contractual standard information specified in the form, the tour operator and/or travel agent must provide the traveller with the information specified in 6.748(1) of the Civil Code of the Republic of Lithuania prior to concluding the organized travel contract.
3. The below pre-contractual standard information is available on the tour operator’s website [www.teztour.lt](http://www.teztour.lt), when an organized travel is made remotely (online) or directly to the traveller.
4. The information provided in the form meets the content of the forms specified in Parts A, B and C of Annex I of the Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council directive 90/314/EEC.

### STANDARD INFORMATION FORM

The combination of tourism services offered to you is an organized tourist travel, as described in the Directive (EU) 2015/2302 of the European Parliament and of the Council of 25 November 2015 on package travel and linked travel arrangements, amending Regulation (EC) No 2006/2004 and Directive 2011/83/EU of the European Parliament and of the Council and repealing Council directive 90/314/EEC (hereinafter - Directive (EU) 2015/2302).

Therefore, you will be able to enjoy all the rights provided for in EU law that apply to organised travels. **The tour operator “Tez Tour” will be fully responsible for the proper execution of the entire organized travel.**

In addition, as required by law, the tour operator “Tez Tour” has the necessary protection to ensure that you are reimbursed for the organized travel and, where transport services are included in an organized travel, your repatriation (return to the original place of departure) will be guaranteed in the event of the tour operator becoming insolvent.

#### **The main rights of the travellers according to Directive (EU) 2015/2302:**

- The traveller must receive all the necessary information about the organized travel before concluding the contract of the organized travel.
- The tour operator is responsible for the proper provision of all travel services included in the contract.
- The traveller is provided with an emergency telephone number or contact centre that he/she can use to contact the tour operator or travel agent.
- The traveller may transfer an organized travel to another person with due notice, but this may result in additional costs.
- The cost of an organized travel can only be increased in the following circumstances:
  - The specific costs increase (an increase in the cost of traveller transportation due to the cost of fuel or other energy sources, a change in the amount of taxes or charges levied by third parties not directly involved in an organized travel, a change in the exchange rate associated with an organized travel);
  - Such possibility of an increase in specific costs is explicitly provided for in the contract;
  - The traveller must be informed about it at least 20 days before the start of the organized travel.
- If the price increases by more than 8% of the total price of the organized travel, the traveller may terminate the contract. If the tour operator reserves the right to increase the price, the traveller has the right to pay a lower price for the organized travel if the corresponding costs are reduced.
- The traveller may terminate the contract of an organized travel without paying a termination fee and fully recover any amounts paid if any essential elements of the organized travel, other than the price, are substantially amended. If the tour operator responsible for the organized travel cancels the organized travel before the start of an organized travel, in certain cases, the traveller must be entitled to a refund and the right to compensation.
- The traveller may terminate the contract of an organized travel before the start of the organized travel without paying the termination fee in exceptional circumstances, for example, if there are serious security problems at the destination that may affect the organized travel.
- The traveller may terminate the contract of the organized travel at any time before the start of the organized travel by paying an appropriate and reasonable termination fee.
- If essential organised travel services cannot be provided as agreed before the start of the travel, the suitable alternatives must be offered to the traveller at no extra cost. The traveller may terminate the contract of an organized travel without paying a termination fee when the services are not performed under the contract, this has a significant impact on the performance of the organized travel and the tour operator does not solve the issue.
- The traveller is entitled to a reduction in price and/or compensation in the event of non-provision or improper provision of organised travel services.
- If the traveller is in difficulty, the tour operator must provide assistance.

- In the event of the insolvency of the tour operator, the amounts paid by the traveller for the organized travel will be refunded. If the tour operator becomes insolvent at the start of an organized travel that includes transport services, the repatriation of the tourist is guaranteed.
- The fulfilment of the tour operator “Tez Tour” obligations is ensured by the financial guarantee of AB Luminor Bankas.
- The traveller may apply to the competent authority – the State Consumer Rights Protection Authority, Vilniaus g. 25, LT-01402 Vilnius, email: tarnyba@vvtat.lt, ph. +370 5 262 6751, if the services are refused due to the insolvency of the tour operator.

**The Directive (EU) 2015/2302 can be found at**

<https://eur-lex.europa.eu/legal-content/LT/TXT/?uri=CELEX%3A32015L2302>

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(Name, surname and signature of the traveller)