



Standard fact sheet for package travel contracts

The combination of travel services offered to you constitutes an organized trip within the meaning of current legislation.

Therefore, you will benefit from all European Union rights applicable to package travel. The **Travel Agency PEOPLEDIRECT MARKETING, LDA.** will be fully responsible for the correct execution of the entire package trip.

In addition, as required by law, the **Travel Agency PEOPLEDIRECT MARKETING, LDA.** has protection to reimburse payments you have made and, if transport is included in the organized trip, ensure its repatriation if it is declared insolvent.

Essential rights provided for in **Decree-Law No. 17/2018** in force and in the General Conditions of Sale of the **Travel Agency PEOPLEDIRECT MARKETING, LDA.**

Essential rights provided for in **Decree-Law No. 17/2018 of March 8th**:

1. Travelers will receive all essential information about the organized trip before entering into the respective contract;
2. There is always at least one operator responsible for the correct execution of all travel services included in the contract;
3. Travelers have an emergency telephone number or contact point contacts in order to communicate with the organizer or travel agency;
4. Travelers may transfer the organized trip to another person, subject to reasonable notice and, where appropriate, upon payment of additional costs;
5. The price of the organized trip can only be increased in the event of an increase in specific costs (for example, the price of fuel), if this possibility is expressly provided for in the contract and, in any case, up to 20 days before the start of the trip. organized. If the price increase exceeds 8% of the price of the package trip, the traveller may withdraw from the contract. If the organizer reserves the right to increase the price, the traveller is entitled to a price reduction in the event of a reduction in the relevant costs;
6. Travelers may terminate the contract without paying a termination fee and obtain a full refund of payments made in the event of a significant change to any of the essential elements of the package trip, except for the price. If, before the start of the organized trip, the operator responsible for the trip cancels it, travellers are entitled to reimbursement and, if applicable, compensation;
7. Travelers may terminate the contract without paying a termination fee prior to the start of the package tour, in exceptional circumstances, for example in the event of serious security problems at the destination likely to affect the package trip;



8. In addition, travellers may terminate the contract at any time prior to the commencement of the package trip upon payment of an appropriate and justifiable termination fee;
9. If, after the start of the organized trip, it is not possible to provide significant elements of the same as agreed, then suitable alternatives must be proposed to the traveller at no additional cost. The traveller can terminate the package travel contract without paying a termination fee if the services are not performed in accordance with the contract, this lack of compliance considerably affects the execution of the package trip and the organizer does not make up for this lack;
10. Travelers are also entitled to a price reduction and/or compensation for damages in the event of non-compliance or poor performance of travel services;
11. The organizer must provide assistance if a traveller is in difficulty;
12. If the organizer or the retailer is declared insolvent, payments will be refunded. If the organizer or the retailer is declared insolvent after the start of the organized trip and if transport is included in the organized trip, the repatriation of travellers is guaranteed.

The **Travel Agency PEOPLEDIRECT MARKETING, LDA.** has subscribed to insolvency protection with the **Travel and Tourism Guarantee Fund**. Travelers can contact this entity or, if applicable, the competent authority: **Turismo de Portugal, I.P.**, Rua Ivone Silva, Lote 6, 1050-124 Lisboa, Tel. 211 140 200 | Fax. 211 140 830, email: info@turismodeportugal.pt, if the provision of services is refused due to the insolvency of the **PEOPLEDIRECT MARKETING, LDA.**

Directive (EU) 2015/2302 as transposed into national law - <https://dre.pt/application/conteudo/114832293>