

# Important notes and pre-contractual information

## Important notes

We expressly reserve the right to make changes to services, provided that these do not significantly change the character of the trip. Examples (no exhaustive list): In the case of river cruises, there may be a change of ship in the event of high or low water, changed lock times, etc., sections of the trip may be cancelled in whole or in part or may be carried out by other means of transport, and excursion programmes may be omitted or changed. Hotel accommodation may be required in individual cases. Since such circumstances are often unpredictable, the decision on changes to all deep-sea/river cruises lies exclusively with the ship's captain and/or the shipping company. On some sections of the route, the sun deck must be closed for safety reasons.

Port berth/dock: in some cities it is necessary for the port authority to assign several ships a common berth due to increased traffic. In this case, please note that ships must lie next to each other and that the unobstructed view from the cabin and/or public areas may be impaired and emissions from neighbouring ships may occur. KLUG touristik and the shipping company have no influence on this. We reserve the right to make technical changes to the bus station and the airline.

The customer himself is responsible for complying with the applicable regulations pertaining to entering and leaving a country, health, passport and visa matters and the correctness of their travel documents. If data is incorrect, the organiser must be informed. Subsequent changes can affect considerable costs. Please contact us in case you need an invitation to apply a visa for the Russian Federation. The land excursions are carried out in German or English (minimum 40 persons for each one). If this registration number is not attained, an excursion bus may also be operated in a combination of languages or only in German. When the excursion is booked, one of the two preferred languages must always be indicated. The registering person is personally liable for all contractual obligations relating to the participants registered by him. The Purchaser shall be entitled to rescind the contract only according to the Travel Conditions of the Tour Operator.

## Terms of payment

20% down payment within 14 days - the balance may be paid at the earliest 20 days but at the latest 14 days before departure. Please note the booking number for online transfers. When paying by credit card, the balance is automatically debited on time. You will receive the travel documents step by step after receipt of the remaining payment. You can also transfer the package to another traveller, in which case the actual additional costs incurred will be passed on through the transfer.

## Minimum number of participants

The minimum number of participants varies depending on the cruise. If the trip cannot be carried out because the minimum number of participants has not been reached, we will inform you at least 20 days before departure. The group size depends on the minimum number of participants and the maximum capacity of the means of transport.

## Other pre-contractual information

The trip is not suitable for persons with reduced mobility. In order to clarify this in individual cases, we ask for more detailed information. Changes in the time and place of embarkation and disembarkation reserved! When booking an arrival/departure package, the departure will be in time for embarkation, return after disembarkation. You will get the exact times with the travel documents. The conclusion of a travel cancellation insurance is recommended. For further information or if you have any questions please do not hesitate to contact us!

## Insolvency protection in accordance with the Austrian Travel Package Ordinance (PRV)

Insolvency protection in accordance with the Austrian Travel Package Ordinance (PRV) for trips organised by KLUG touristik GmbH at Österreichischen Hotel- und Tourismusbank, A-1010 Vienna, Parkring 12a/8/5. Payoff: TVA-Tourismusversicherungsagentur GmbH, Baumannstrasse 9, A-1030 Vienna, office@tourismusversicherung.at, +43 1 361 90 77 44. Claims must be made with the liquidator within 8 weeks from the commencement of insolvency in accordance with § 1 para. 3 PRV, otherwise the claims will be lost.