



Standard information form for travel package contracts

The combination of travel services and arrangements offered by a travel agency to a consumer is a travel package as stated in the act governing consumer protection in Slovenia (Zakon o varstvu potrošnikov, ZVPot), which is in compliance with the European Union regulations on the consumer rights. Thus, the consumer is also fully protected by General Data Protection Regulation, GDPR, which applies to travel packages. Zavod Premiki assumes full responsibility to implement the travel package properly and entirely. In the event of liquidity problems Zavod Premiki guarantees that all payments made by consumers will be refunded, and, if transportation is included in the package, also the return of the consumers to the point of departure.

In accordance with the existing legislation on consumer protection, Zavod Premiki will provide you with the following information:

1. All the necessary information on travel services prior to concluding the travel package contract and related travel arrangements.
2. The travel organiser is always responsible for proper and full implementation of all travel services included in the contract. If the organiser is not Zavod Premiki, you will be notified.
3. In addition to the emergency telephone number which will be provided for you, you will be able to contact the travel organiser or travel agency in other ways.
4. You may transfer the travel package to another person within a reasonable time, provided that you pay for any additional expenses concerning the transfer.
5. If so stipulated in the contract, the price of a travel package may increase when certain costs are incurred but no later than 20 days before the start of the travel package (for example, the fuel price goes up). If the travel package price increases by more than 8 percent, you may withdraw from the contract. If the contract allows for the possibility of increasing the price, the same is valid for a price decrease. You have the right to a reduced price of the travel package if the relevant cost decreases.
6. If any of the basic elements of the travel package, with the exception of price, changes significantly, you can withdraw from the contract without any obligation of paying a withdrawal fee and get a refund of all payments. If the agency, that is, Zavod Premiki cancels the travel package before it starts, you are entitled to all refunds. When appropriate and in case of special circumstances, which are provided by law, you are entitled to a compensation for possible damages.

7. In case of extraordinary circumstances, such as serious safety issues at the place of destination, which may impact the implementation of the travel package significantly, you may withdraw from the contract before the programme starts without any obligation to pay a withdrawal fee.
8. You have the right to withdraw from the contract at any time before the travel programme starts if you pay the withdrawal fee. The amount of withdrawal fee means the cancellation cost according to the General terms and conditions, and instructions of Zavod Premiki, which are available on the website www.premiki.si.
9. If the essential elements of the tourist package cannot be provided according to the contract after the programme has already started, you will be offered a suitable replacement arrangement at no additional cost. If the services are not performed according to the contract and this significantly impacts the implementation of the travel package, you have the right to withdraw from the contract without obligation to pay any withdrawal fee.
10. You have the right to a price reduction and/or a compensation if travel services have not been performed or if they have not been performed properly.
11. Zavod Premiki will offer assistance should you experience any difficulties.
12. If you have paid for a travel package which now cannot be carried out or implemented as programmed due to ongoing liquidity issues of the organiser, you have the right to insist that the programme be carried out. However, if this is not possible, you are entitled to all payment refunds and/or return to the departure point if transportation is included in the travel package. For any issues payment refunds, compensations and other expenses which might occur as a result of such instances the following insurance company is to be contacted: Adriatic Slovenica d.d. (Generali), Ljubljanska cesta 3a, 6000 Koper; telephone number of the assistance service centre: 080 11 10.

The act governing consumer protection in the Republic of Slovenia is referred to as Zakon o varstvu potrošnikov, ZVPot, and can be found at the following link:

<http://www.pisrs.si/Pis.web/pregledPredpisa?id=ZAKO513>