

Directive (EU) 2015/2302

Information form

The proposed combination of tourism services is a package under Directive (EU) 2015/2302. Therefore, you will benefit from all the rights provided by the European Union, applicable to package travels. Itinera Bike & Travel of ITINERA SRL, will be responsible for the correct execution of the tour package as a whole. Furthermore, as provided by law, ITINERA SRL has protection to refund your payments and, if transport is included in the package, to guarantee your repatriation in case you become insolvent.

Fundamental rights under Directive (EU) 2015/2302

1. Travellers will receive all the essential information about the package before the conclusion of the package travel contract.
2. There is always at least one professional responsible for the correct execution of all tourist services included in the contract.
3. Travellers are provided with an emergency telephone number or contact details of a contact point through which they can reach the Organiser or travel agent.
4. Travellers may transfer the package to another person, subject to reasonable notice and possibly at additional cost.
5. The price of the package can only be increased if specific costs (e.g. fuel prices) increase and if expressly provided for in the contract, and in any case no later than 20 days after the start of the package. If the price increase is higher than 8% of the package price, the Traveller can terminate the contract. If the Organizer reserves the right to increase the price, the Traveller is entitled to a price reduction if there is a decrease in the relevant costs.
6. Travellers can terminate the contract without paying termination fees and get a full refund of their wages if any of the essential elements of the package, other than the price, has changed substantially. If, before the start of the package, the professional responsible for the package cancels it, Travellers have the right to obtain reimbursement and, if appropriate, compensation.
7. Travellers may, in exceptional circumstances, terminate the contract free of charge before the start of the package, for example if there are serious security problems at the destination that may affect the package. In addition, Travellers may, at any time prior to the start of the package, terminate the contract against payment of appropriate and justifiable cancellation fees.
8. If, after the start of the package, substantial elements of the package cannot be provided as agreed, suitable alternative solutions must be offered to the Traveller at no extra charge. Travellers may terminate the contract, without paying termination charges, if the services are not performed as agreed and this significantly affects the performance of the package and the Organizer has not resolved the problem.
9. Travellers also have the right to a price reduction and/or compensation for damages in case of non-performance or improper performance of tourist services.
10. The Organiser is obliged to provide assistance if the Traveller is in difficulty. If the Organiser or, in some Member States, the seller becomes insolvent, the payments will be refunded. If the Organiser or, where applicable, the seller becomes insolvent after the start of the package and if transport is included in the package, the repatriation of the Travellers is guaranteed. ITINERA SRL has signed an insolvency protection with NOBIS Compagnia di Assicurazioni insurance policy n. 203062745. Travellers may contact the Operations Centre, 24/24 h for 365 days, at green number 800894123 from Italy, or at the number + 39 039 9890702 from foreign country. This entity or, where appropriate, the competent authority if the services are denied due to insolvency of the Organizer.

Directive (EU) 2015/2302 has been transposed into national legislation by Legislative Decree no. 62 of 21 May 2018, available at the following website: <https://www.gazzettaufficiale.it/eli/id/2018/06/06/18G00086/sg>

Technical organization: Itinera Bike & Travel Tour operator by ITINERA SRL

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Province of Verona Authorization no. 6382/2010 – Verona REA CCIAA n. VR – 458947

Liability insurance: UnipolSai Assicurazioni Spa no. 185576069

Insolvency protection insurance: NOBIS Compagnia di Assicurazioni no. 203062745