STANDARD INFORMATION FORM FOR PACKAGE TRAVEL CONTRACTS

Part A: Information pursuant to Legislative Decree no. 79/2011 (Tourism Code) and Directive (EU) 2015/2302

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302 and Legislative Decree no. 79/2011.

Therefore, you will benefit from all EU rights applying to packages. **Scandiwalks di Ornati Pamela** will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, **Scandiwalks di Ornati Pamela** has protection in place to refund your payments and, where transport is included in the package, to ensure your repatriation in the event that it becomes insolvent.

Key rights under Directive (EU) 2015/2302

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance, fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package.
- If the price increase exceeds 8% of the price of the package, the traveller may terminate the contract.
- If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if the relevant costs decrease.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly.
- If the organiser cancels the package before the start of the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant proportions of the travel services cannot be provided as agreed, suitable alternative arrangements must be offered at no extra cost.
- Travellers may terminate the contract without paying any termination fee where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.

- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.
- If the organiser or, in some Member States, the retailer becomes insolvent, payments will be refunded.
- If the organiser becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured.

Insolvency Protection

Insolvency protection for **Scandiwalks di Ornati Pamela** is provided, pursuant to art. 47 of Legislative Decree 79/2011, by policy no. **OX00096475** issued by **AMI Assistance**, registered office at **Via Paracelso 24, 20864 Agrate Brianza (MB)**, Telephone: **039 6898564**, E-mail: **info@amiassistance.it**.

Travellers may independently choose to contact the aforementioned company to request compensation or, alternatively, the competent national judicial Authority:

- **For refund and repatriation requests in case of insolvency:** Ministry of Tourism of the Italian Republic, Via di Villa Ada 55, 00199 Rome.
- **For consumer protection and enforcement of regulations:** Italian Competition Authority (AGCM), Piazza G. Verdi 6, 00198 Rome.

Technical Specifications

- **Organiser:** Scandiwalks di Ornati Pamela
- **Address:** Via Gramsci 4, 00015 Monterotondo (Rome)
- **Tel:** +39 328 8634138
- **Email:** booking@scandiwalks.com
- **PEC (Certified Email):** scandiwalks@postecertifica.it
- **VAT Number (Partita IVA):** 17697121006
- **Economic Administrative Index (REA):** RM - 1736135
- **Licence no.:** 00538.2024.AP issued by the Municipality of Monterotondo (Rome)
- **Insolvency Insurance:** AMI Assistance – Policy no. OX00096475
- **Professional Indemnity Insurance (Liability Insurance):** Nobis Erreci' – Policy no. 203808603