

## **Standard information form for tourist package contracts**

When booking an Amica Delphina tourist package from Delphina S.p.A. you will automatically benefit from all EU travel package rights. The collection of combined tourist services that we offer is a tourist package based on Directive (EU) 2015/2302 implemented through Legislative Decree 21/05/2018 n. 62.

Amica Delphina from Delphina S.p.A. - based in Palau, loc. Cala di Lepre - is responsible for the correct implementation of the booked package. As required by law Amica Delphina is in possession of a guarantee to refund your payments and, if transport is included in the package, to guarantee your repatriation in case of unexpected insolvency conditions.

### **Essential/Obligatory rights under Directive (EU) 2015/2302**

1. The traveller will receive the main pre-contractual information about the package before defining the tourist package contract. The information is indicated in the following points and in the General Conditions of Contract on the [www.delphina.it](http://www.delphina.it) website.

Information regarding descriptions of the destination, accommodation facilities and services is available in the Delphina catalogue and on the [www.delphina.it](http://www.delphina.it) website.

2. Amica Delphina from Delphina S.p.A. is responsible for the correct execution of the services provided for in the tourist package contract.

3. As part of the travel documents the traveller will receive an emergency telephone number and a contact through whom to communicate with the organizer or travel agent.

4. The traveller has the right to transfer the tourist package to another person, subject to obligatory written notice not less than 7 days from the date of departure and with payment of expenses and other eventual additional costs incurred by the organizer as a result of the transfer of the tourist package contract.

5. Prices may be increased only if the contract expressly requires it and only if specific costs increase (e.g. fuel, rights and taxes relating to air transport, landing rights, disembarkation or embarkation in ports and airports) and in any case no later than 20 days from the start of the package. If the price increase is more than 8% of the total package price, the traveller may decide to terminate the contract.

When the organizer reserves the right to increase the price of the package, the traveller is entitled by contract to a price reduction if the related costs decrease.

6. The traveller has the right of withdrawal without penalty and with full reimbursement of the payments made if a considerable element of the package (other than the price) is changed substantially.

If before the start of the package booked the professional responsible cancels it, the traveller has the right to be reimbursed and, as the case may be, a reasonable indemnity.

7. In extraordinary circumstances involving the destination which may result in substantial limitations in the enjoyment of the package or transport or if there are serious safety problems at the place of destination that may affect the package, the traveller may, before the start of the package, terminate the contract without penalties with full reimbursement of the payments made but without the right to other indemnities.

8. The traveller is always entitled, before the start of the package, to terminate the contract upon payment of the cancellation penalties provided for in the package travel contract and on the [www.delphina.it](http://www.delphina.it) website (cancellation penalties section).

9. In the event that substantial services cannot be provided after the start of the package, valid alternative solutions shall be offered to the traveller at no additional cost. The traveller can terminate the contract without termination costs if the significant services are not guaranteed as per contract causing a substantial change and if the organizer has not adequately remedied the problem.



In case of inadequate or incorrect execution of the booked tourist services, the traveller has the right to an adequate price reduction and fair compensation for any eventual damage suffered according to international conventions.

10. The organizer will provide adequate assistance for the traveller in difficulty without delay.

11. In case of unexpected insolvency on the part of the organizer (or in any of the seller's member states) payments will be refunded. If the organizer or seller becomes insolvent after the start of the package and if transport is included in the package, repatriation is guaranteed.

Amica Delphina from Delphina S.p.A. has taken out protection with Garanzia Viaggi in case of insolvency. The traveller can contact the Fund or if necessary the relevant competent Authority: the AGCM Competition and Market Authority in Piazza Verdi n. 6 ROME- tel. +39 06 858211 if the necessary services are denied due to the insolvency of the organizer or seller.

#### Data sheet

Organizer: Amica Delphina from Delphina S.p.A.

Loc. Cala di Lepre 07020 Palau (SS)

Tel. +39 0789 790085 - 702108- [amicadelphina@delphina.it](mailto:amicadelphina@delphina.it) -

VAT number 01541220909 – Share capital €254,800 - R.E.A. C.C.I.A.A. SS-101113

Administrative License: n. 173 Sardinia Region Decree 419 of 14/06/1996

RC PROFESSIONALS AXA Insurance: Policy n. 405705667

Travel Guarantee Fund: n. A / 219.627/2 / R

Via Nazionale, 60 - 00184 - Rome - C.F. 13,932,101,002.

Tel. Emergencies +39 348 0749285 - Tel. +39 06 99705792 email: [fondo@garanziaviaggi.it](mailto:fondo@garanziaviaggi.it)

Package Insurance: Delphina S.p.A. in collaboration with Allianz Global Assistance has drawn up a specific insurance policy for all participants in their packages (Baggage - Personal Assistance and Medical Expenses - Trip Interruption and Cancellation). The general conditions of the guarantees are contained in full in the Insurance Certificate which will be delivered together with the other travel documents before departure. The policy is filed at the Delphina S.p.A. headquarters. loc. Cala di Lepre 07020 Palau (SS). It is possible to read the full text on the [www.delphina.it/pdf/condizioni-assicurazione.pdf](http://www.delphina.it/pdf/condizioni-assicurazione.pdf) website.

In the event of a change in the partner insurance companies, Amica Delphina undertakes to offer the tourist the same published guarantees in collaboration with leading insurance companies.

Privacy Policy: Delphina S.p.A. pays extreme attention to protecting the privacy of its customers, its staff, its collaborators and all its partners. The relevant information documents and statements are available on the Privacy section of the [www.delphina.it](http://www.delphina.it) website.

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hotels & resorts  
**DELPHINA**  
un Amico in Sardegna



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