



SOCCATOURS

Form providing information for consumers in
accordance with
Art. 4 of the Federal Package Travel Act



FORM PROVIDING INFORMATION FOR CONSUMERS IN ACCORDANCE WITH ART. 4 OF THE FEDERAL PACKAGE TRAVEL ACT

The combination of travel services offered to you constitutes a package tour. You therefore enjoy all the rights that apply to package tours. SOCCATOURS Switzerland GmbH bears full responsibility for the proper execution of the entire package tour.

SOCCATOURS also offers the legally required protection for the reimbursement of your payments and, if transportation is included in the package tour, to ensure return transportation in the event of its insolvency.

Please note that our package tours are aimed almost exclusively at active sports groups. Our package tours are therefore generally not suitable for persons with limited mobility, unless we explicitly state that they are.

YOUR TOUR OPERATOR

SOCCATOURS Switzerland GmbH
Managing Director: Marcus Häusler
Seergartenstrasse 5
8716 Schmerikon
Switzerland

[info\[at\]soccatoours\[dot\]com](mailto:info[at]soccatoours[dot]com)
www.soccatoours.com

THE MOST IMPORTANT CONSUMER RIGHTS

- Travellers will receive all essential information about the package tour before concluding the package tour contract. SOCCATOURS will issue booking confirmations (prior to payment) or vouchers (after receipt of final payment) for this purpose.
- At least one company is always liable for the proper provision of all travel services included in the contract.
- Travellers will receive an emergency telephone number or contact details via which they can contact the tour operator or the travel agent.
- Travellers can transfer the package tour to another person – by giving reasonable notice and possibly with additional costs.
- The price of the package tour may only be increased if specific costs (for example fuel prices) increase and if this is expressly provided for in the contract, and in any case no later than 20 days before the start of the package tour. If the price increase is more than 8% of the package tour price, the traveller may withdraw from the contract. If a tour operator reserves the right to increase the price, the traveller has the right to reduce the price if the relevant costs decrease.
- Travellers can withdraw from the contract without paying a cancellation fee and will receive a full refund of all payments if any of the essential parts of the package tour, except the price, is significantly changed. If the tour operator responsible for the package tour cancels it before it starts, travellers shall be entitled to a refund and, under certain circumstances, compensation.
- Travellers may withdraw from the contract without paying a withdrawal fee if extraordinary circumstances arise before the start of the package tour, for example if there are serious security concerns at the destination that are likely to have a negative impact on the package tour.
- In addition, travellers may withdraw from the contract at any time before the start of the package tour subject to payment of a reasonable and justifiable cancellation fee. Details of the cancellation fees payable can be found in our General Terms and Conditions of Business, Travel and Insurance.

- If, after the start of the package tour, essential parts of the package tour cannot be provided as agreed, reasonable alternative arrangements shall be offered to the traveller at no extra cost. The traveller may withdraw from the contract without paying a cancellation fee if services are not provided in accordance with the contract and this has a significant impact on the provision of the contractual package tour services and the tour operator fails to rectify the situation.

- The traveller shall be entitled to a price reduction and/or compensation if the travel services are not provided or not provided properly.

- The tour operator shall assist the traveller if the traveller is in difficulty.
We have drawn up extensive guidelines for this as part of our crisis management measures.

In the event of the insolvency of the tour operator or travel agent, payments will be refunded. If the insolvency of the tour operator or, if relevant, the travel agent occurs after the package tour has started and transportation is part of the package tour, the return transportation of the travellers is guaranteed.