

MANDATORY INFORMATION ON TRAVEL PACKAGES

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to packages. Canossa Events will be fully responsible for the proper performance of the package as a whole.

Additionally, as required by law, Canossa Events 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

You will receive all essential information about the package before concluding the package travel contract.

Canossa Events is liable for the proper performance of all the travel services included in the contract.

For contracts signed online in the United States of America and Canada, Canossa Events North America, Inc. is liable for the proper performance of all the travel services included in the contract.

Upon your arrival, you will receive an emergency telephone number and details of a contact point where you can get in touch with the organiser for any request or information. Canossa Events will gladly provide assistance if you are in difficulty in any moment during your stay.

You may transfer the package to another person up to 15 days before the event, provided that the person meets the requirements for the package and possibly subject to additional costs related to services linked to the name of the guest.

Canossa Events guarantees that the price of the package will not be increased if specific costs rise (for instance, fuel prices). The price will be increased (or reduced) only in the case of a change of the VAT/Sales Tax rate in the Country where the package takes place.

You 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 before the start of the package Canossa Events cancels the package, you are entitled to a refund and compensation where appropriate.

You 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, you may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee. This fee is stated in the registration form.

If, after the start of the package, significant elements of the package cannot be provided as agreed, you will be offered suitable alternative arrangements at no extra cost. You 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 Canossa Events fails to remedy the problem.

You are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.

Canossa Events has taken out insolvency protection with Generali Italia Spa no. 071 00673099. In the unlikely case that Canossa Events becomes insolvent, your payment will be refunded. If Canossa Events becomes insolvent after the start of the package and if transport is included in the package, your repatriation is secured.

You may contact the insurance company if services are denied because of Canossa Events' insolvency.

[More information on key rights under Directive \(EU\) 2015/2302](#)

[Directive \(EU\) 2015/2302 as transposed into national law](#)

For more information visit our website: www.canossa.com