

**TRAVEL SERVICES AGREEMENT
FOR PACKAGE TRAVELS
- SPECIAL TERMS AND CONDITIONS -**

entered into by and between

on the one hand

„JET TRAVEL” Idegenforgalmi és Szolgáltató Korlátolt Felelősségű Társaság
registered office: H-1113 Budapest, Bocskai út 77-79., Building B, 3rd floor, Hungary
tax ID: 10274837-2-43
company registration number: 01-09-063771
represented by Gabriella Toldi Managing Director
registration number: R-0334/1992
- hereinafter referred to as **Jet Travel** –
on the other hand

Name:	
Address:	
Passport number / ID card number:	
Phone number:	
Nationality:	
Invoicing details:	

as Traveller (hereinafter referred to as **Traveller**) (Jet Travel and Traveller are hereinafter jointly referred to as **Parties**) as dated below and under the following terms and conditions.

Trip name:			
Trip date:			
Position number of trip:			
Participants:	Name	Date of birth	ID card / passport no:
The total gross amount payable under the Travel Services Agreement (in HUF)	HUF [...]		
Ordered services:	As per <i>Annex 1</i>		
By signing this Travel Services Agreement, Traveller represents, under Section 206-2 of Act CXXVII of 2007 on value added tax, that he is using the services under this Travel Services Agreement as an end user and is not selling such services to third parties. Traveller further represents he is not concluding the Travel Services Agreement for the purposes of his business activity.			

The Travel Services Agreement entered into by Jet Travel and Traveller shall comprise these Special Terms and Conditions, the attached General Terms and Conditions and all other documents attached hereto as annexes.

In all matters not regulated in these Special Terms and Conditions, the provisions of the attached General Terms and Conditions shall apply, and these Special Terms and Conditions shall be interpreted in accordance with the provisions of the General Terms and Conditions unless these Special Terms and Conditions provide otherwise. By signing these Special Terms and Conditions, Traveller acknowledges receipt of one copy of the General Terms and Conditions, and represents that he has read the provisions of the General Terms and Conditions and accepts them to be binding.

Jet Travel shall fulfil its information obligations prescribed by Government Decree no. 472/2017 (XII. 28.) on agreements on travel services and particularly on package travel contracts and linked travel arrangements by the travel guide (hereinafter Travel Guide) and the document entitled 'Standard Information to Travellers' (hereinafter: Standard Information) handed over to Traveller together with these Special Terms and Conditions, which documents shall be respectively the inseparable Annex 1 and Annex 2 of the Travel Services Agreement. By signing these Special Terms and Conditions, Traveller acknowledges receipt of one copy of the Travel Guide and the Standard Information, represents that he has read the same and received full-scale information from Jet Travel in relation to the service provided by Jet Travel.

Parties represent that, given the unique features of the trip, in some cases they may attach Unique Travel Conditions to these Special Terms and Conditions as Annex 3, in which they may also deviate from the General Terms and Conditions.

Parties have read and understood the Travel Services Agreement together with its annexes and have caused it to be executed on these Special Terms and Conditions as it is fully compliant with their intentions. Parties represent that the Travel Services Agreement together with its annexes shall be handed over to Traveller on a durable medium without undue delay after the execution hereof. Under durable medium, Parties shall mean the printed paper copy of the Travel Services Agreement and its Annexes as well as the pdf format document created on the basis of the original paper format Travel Services Agreement and its Annexes sent by Jet Travel to Traveller via email.

Pursuant to Point b) of Section 17-3 of Government Decree no. 472/2017 (XII. 28.) on agreements on travel services and particularly on package travel contracts and linked travel arrangements, Jet Travel shall be liable for the performance of all travel services included in the Travel Services Agreement, and shall provide assistance if the Traveller is in difficulty in accordance with the Travel Services Agreement.

Budapest, [...] 2024

Date

Signature by Traveller

Signature by Jet Travel

GENERAL TERMS AND CONDITIONS
- for package travels -

I. PREAMBLE

1. The provisions of Government Decree no. 472/2017 (XII. 28.) on agreements on travel services and particularly on package travel contracts and linked travel arrangements (hereinafter: Travel Services Decree), Government Decree 213/1996 (XII. 23.) on tour organisers and retailers, and Act V of 2013 on the Civil Code and particularly its Section 6:254 on the travel services agreement as well as the provisions of the Travel Services Agreement shall apply for the trips organised by „Jet Travel” Kft. (registered office: H-1113 Budapest, Bocskai út 77-79., Building B, 3rd floor, Hungary, company registration number: 01-09-063771, registration number: R-0334/1992, telephone number: +36 1 2092110, hereinafter: „Jet Travel”).

2. Capitalized terms used in these General Terms and Conditions shall have the following meaning:

Parties: Traveller and Jet Travel jointly.

Travel Services Agreement: the agreement on the basis of which Jet Travel shall sell package travel under the Travel Services Decree to Traveller, and Traveller shall pay a fee. The Travel Services Agreement shall comprise the Special Terms and Conditions, the General Terms and Conditions as well as all other documents attached as annexes (including without limitation the Travel Guide, the Standard Information and the Unique Terms and Conditions).

Traveller: the natural person, legal person or any organisation not having a legal personality that concludes a Travel Services Agreement with Jet Travel in order to use Jet Travel’s services.

II. CONCLUSION OF THE TRAVEL SERVICES AGREEMENT

1. The Travel Services Agreement shall be concluded upon signature of the Special Terms and Conditions by the Parties.

2. In the event Jet Travel only accepted the booking conditionally due to overbooking or any other reason, the Travel Services Agreement shall only be concluded if the given condition is met. If the given condition is not met, then the Travel Services Agreement shall not be concluded, and Jet Travel shall refund the downpayment to Traveller.

3. The details of the services provided by Jet Travel (including without limitation the date, fee and terms of use of the same) are included in the Special Terms and Conditions signed by the Parties and/or the Travel Guide.

III. PARTICIPATION FEE

1. Traveller shall pay 40% of the participation fee to Jet Travel as downpayment upon the signature of the Special Terms and Conditions. Parties may agree on a downpayment of a higher amount in the Special Terms and Conditions if any contract concluded with suppliers provides for a more restrictive obligation to Jet Travel.

2. Traveller shall pay its outstanding participation fee no later than 30 (thirty) days before the start of the package, save where an earlier payment is required on the basis of a contract concluded by Jet Travel and a foreign supplier. Jet Travel shall notify Traveller on the above. All remaining fees of the services (optional programmes, accident insurance etc.) ordered upon the booking shall become due and payable at the same date against an invoice issued by Jet Travel.

3. Jet Travel will not send a separate notification on the outstanding participation fee. Traveller acknowledges that after the expiry of the payment deadline without any payment having been made, Jet Travel shall be entitled to terminate the Travel Services Agreement even in case where Jet Travel already confirmed the booking to Traveller.

4. In the event the booking is made within 30 (thirty) days before the travel, Traveller shall pay the entire amount of the above fees upon the booking.

5. Jet Travel is not obliged to reduce the participation fee if Traveller does not use any of the services in his discretion or for any other reason in his sphere of interest.

6. Traveller acknowledges that Jet Travel may publish discounted offers to third parties in relation to the trip included in the Travel Services Agreement, in which case Traveller shall subsequently not be

entitled to a discount or to terminate the Travel Services Agreement and conclude it again.

IV. INCREASING COSTS

1. Jet Travel expressly reserves its right to change the fee payable by Traveller on the basis of the Travel Services Agreement proportionately to the cost increase and no later than 20 (twenty) days before the start of the package if the change in

- the price of the carriage of passengers resulting from the cost of fuel or other power sources;

- the level of taxes or fees on the travel services included in the Travel Services Agreement imposed by third parties not directly involved in the performance of the package, including tourist taxes, landing taxes or embarkation or disembarkation fees at ports and airports; or

- the exchange rates relevant to the travel services

justifies such increase by Jet Travel.

2. Jet Travel shall notify Traveller on the price increase and the justification of the same on a durable medium. Jet Travel shall increase the participation fee in such way that it increases the originally paid participation fee proportionately to the amount of costs increased as a result of the above reasons. Accordingly, Jet Travel shall issue an invoice to Traveller on the difference between the originally paid participation fee and the increased participation fee.

3. If the price increase described above exceeds 8%, Jet Travel shall without undue delay inform Traveller on the same, and Traveller may in his sole discretion terminate the Travel Services Agreement in writing or accept the price increase within 3 (three) days from receipt of the information. In the event Traveller accepts the price increase, Parties shall amend the Travel Services Agreement in writing. In the event Traveller terminates the Travel Services Agreement, Jet Travel shall refund all payments made by or on behalf of Traveller without undue delay and Jet Travel shall not be entitled to any termination fee. In case of a termination by Traveller under this Clause, Jet Travel shall use its best endeavours to offer a substitute travel package of an equivalent or a higher quality.

4. The provisions of the above Clause IV/3 shall apply accordingly in case where Jet Travel changes any of the significant elements of the Travel Services Agreement or is not able to fulfil any special requirement indicated before by Traveller and expressly accepted by Jet Travel.

5. In the event any of the costs in the above Clause IV/1 decreases after the conclusion of the Travel Services Agreement but before the start of the package, Traveller shall be granted an appropriate price reduction, in which case Jet Travel may reduce its actually incurred administrative costs from the amount to be refunded to Traveller, such administrative costs to be appropriately justified by Jet Travel upon request.

V. TERMINATION BY TRAVELLER

1. Traveller may terminate the Travel Services Agreement in writing anytime before the start of the package. If Traveller terminates the Travel Services Agreement for any reason in his control within 35 (thirty-five) days before the start of the package, Traveller shall pay a termination fee to Jet Travel as per the below. In the event such termination is made

- within 35 to 30 days before the trip, 50% of the participation fee, or

- within 29 to 0 days before the trip, 100% of the participation fee shall be paid by Traveller to Jet Travel as a termination fee.

Traveller shall also pay the above termination fee if he cannot participate in the travel due to the lack of regulatory permits required for the travel or a restrictive decision made by an authority.

2. Jet Travel may not claim any termination fee to be paid by Traveller in case of a termination by Traveller under Clauses IV/3 and IV/4.

3. Traveller shall have the right to terminate the Travel Services Agreement before the start of the package without paying any termination fee in the event of unavoidable and extraordinary circumstances occurring at the place of destination or its immediate vicinity and significantly affecting the performance of the package, or which significantly affect the carriage of passengers to the destination if the destination or its immediate vicinity is listed among the countries

and territories 'not recommended for travel' on the website of the ministry led by the minister responsible for foreign affairs.

4. Traveller shall notify Jet Travel on its intention to terminate in person or in writing via registered mail.

5. The date of termination shall be the date when Jet Travel is notified about the termination in the manner described in Clause V/4 above.

VI. TERMINATION BY JET TRAVEL

1. Jet Travel may terminate the Travel Services Agreement and provide Traveller with a full refund of any payments made for the package, but shall not be liable for additional compensation, if:

(a) the number of persons enrolled for the package is smaller than the minimum number stated in the Travel Services Agreement and Jet Travel notifies Traveller of the termination of the Travel Services Agreement within a reasonable time, but not later than:

- twenty days before the start of the package in the case of trips lasting more than six days;

- seven days before the start of the package in the case of trips lasting between two and six days;

- forty-eight hours before the start of the package in the case of trips lasting less than two days; or

b) Jet Travel is prevented from performing the Travel Services Agreement because of unavoidable and extraordinary circumstances (hereinafter: force majeure) and notifies Traveller of the termination of the Travel Services Agreement without undue delay before the start of the package.

VII. LACK OF CONFORMITY

1. Jet Travel shall be responsible for the performance of the travel services included in the Travel Services Agreement, irrespective of whether those services are to be performed by Jet Travel or by other travel service providers.

2. Traveller shall inform Jet Travel without undue delay, taking into account the circumstances of the case, of any lack of conformity which he perceives during the performance of a travel service included in the Travel Services Agreement.

3. Jet Travel shall remedy the lack of conformity, unless that (i) is impossible; or (ii) entails disproportionate costs, taking into account the extent of the lack of conformity and the value of the travel services affected. If Jet Travel does not remedy the lack of conformity for any reasons indicated in this Clause, Traveller shall be entitled to a price reduction and compensation for damages.

4. Save for the cases set out in Clause VII/3 above, if Jet Travel does not remedy the lack of conformity within a reasonable period set by Traveller, Traveller may do so himself and request reimbursement of the necessary expenses. It shall not be necessary for Traveller to specify a time-limit if Jet Travel refuses to remedy the lack of conformity or if immediate remedy is required.

5. Where a significant proportion of the travel services cannot be provided as agreed in the Travel Services Agreement, Jet Travel shall offer, at no extra cost to Traveller, suitable alternative arrangements of, where possible, equivalent or higher quality than those specified in the Travel Services Agreement, for the continuation of the package, including where Traveller's return to the place of departure is not provided as agreed. Traveller may reject the proposed alternative arrangements only if they are not comparable to what was agreed in the Travel Services Agreement or, in case a lower quality alternative arrangement is proposed, the price reduction granted is inadequate.

6. Where a lack of conformity substantially affects the performance of the Travel Services Agreement and Jet Travel has failed to remedy it within a reasonable period set by Traveller, Traveller may terminate the Travel Services Agreement without paying a termination fee and, where appropriate, request price reduction and/or compensation for damages.

7. If it is impossible to make alternative arrangements or Traveller rejects the proposed alternative arrangements in accordance with the foregoing, Traveller is entitled to price reduction and/or compensation for damages without terminating the Travel Services Agreement.

8. If the package includes the carriage of Traveller, Jet Travel shall also provide repatriation of Traveller with equivalent transport without undue delay and at no extra cost to Traveller.

9. In the Travel Guide, Jet Travel shall provide Traveller with the name, address, telephone number, e-mail address and, where applicable, the fax number of Jet Travel's local representative, of a contact point or of another service which enables Traveller to contact Jet Travel quickly and communicate with it efficiently, to request assistance when Traveller is in difficulty or to complain about any lack of conformity perceived during the performance of the package. Where possible, Traveller's complaint as per the above shall be included in minutes. Jet Travel hereby draws Traveller's attention to the fact that the minutes including any complaints serve exclusively to describe the complaints and not to acknowledge any eventual defects by Jet Travel. The facts, observations etc. included in the minutes do not represent any acknowledgement of Traveller's complaint by Jet Travel and do not qualify as a waiver of right.

10. Parties agree that the compensation eventually to be paid by Jet Travel on the basis of the Travel Services Agreement is limited in three times the total price of the package as long as such limitation shall not apply to personal injury or damage caused intentionally or with negligence.

VIII. ALTERATION OF SERVICES

1. In order for Jet Travel to appropriately provide the travel services, Jet Travel reserves the right to change or replace transportation, travel, hospitality, hotel (accommodation) or other travel services included in the Travel Services Agreement with services of equivalent or higher quality or to change or replace the programmes with programmes of equivalent or higher quality.

2. If the new services provided pursuant to the above Clause VIII/1 exceeds the value of the original services that were not provided, the difference in costs shall not be reimbursed by Traveller.

IX. AIR CARRIAGE

1. The transportation of Traveller may be carried out by aircraft. Legal regulations and contract terms applicable for air carriage of people shall apply for such service.

2. As per the regulations applicable for air carriage, Jet Travel reserves the right to change departure and arrival dates, the flight schedule, the route and the airline.

3. In case of the cancellation of a flight due to technical reasons, Jet Travel is not obliged to perform the transportation by coach, train, ship or other means of transportation.

4. Traveller acknowledges to be familiar with all terms and conditions and policies of air carriers for air carriage of people related to the provision of the travel service and effective upon the signature of the Travel Services Agreement, and accepted that the same shall be binding to him as part of the Travel Services Agreement.

5. Jet Travel hereby informs Traveller that, in general, the weight of travel bags (luggage) may be no more than 15 kg on charter flights and 20 kg on scheduled flights, however, such allowance may be more restrictive in case of certain airlines. Overweight luggage may only be allowed on scheduled flights, for which Traveller shall pay extra fee as per the tariffs of the airline.

6. Jet Travel shall be responsible for the validity of flight tickets to be used during the trip as per the ordered travel.

7. Jet Travel hereby informs Traveller that policies issued by individual airlines apply to the change and cancellation of flight tickets issued by airlines which deviate from the terms included in these General Terms and Conditions.

8. Jet Travel hereby excludes all liability for damages arising from or in connection with the delay, cancellation of the air flight and any alteration related to the flight (change of airline, change of aircraft, intermediate landing). It also excludes liability for any claims related to airlines' different regulations related to the weight of Traveller's luggage as well as for claims related to the delay and loss of luggage.

9. Traveller shall provide his personal data identically to those included in his valid documents used for the purposes of the travel (passport or ID card). Airlines may deny boarding in case there is different data in

the document used for identification and the flight ticket. Jet Travel shall not be liable for any damages arising from the provision of wrongful data.

10. Traveller acknowledges that the individual coupons of issued flight tickets may only be used in the order of issuance and consecutively. Therefore in case Traveller has return tickets or multiple flight coupons and does not use any of the coupons of the ticket ('no-show'), then the airline will automatically cancel the booking related to the ticket and may deny carriage of Traveller at any further coupons. Jet Travel shall not be liable to Traveller in such cases.

11. In general, one must show up at the airport no later than two hours before the departure time included in the ticket. More restrictive rules may apply in case of certain airports. The latest time allowed for check-in may vary in case of individual airlines, airports and routes. Traveller shall be solely responsible for compliance with such rules.

12. Traveller hereby acknowledges that the liability of air carriers used by Jet Travel may be limited by international treaties and conventions, including without limitation the Convention for the Unification of Certain Rules for International Carriage by Air adopted in Montreal on 28th May 1999 (ratified in Hungary by Act VII of 2005) and the Convention for the Unification of Certain Rules Relating to International Carriage by Air adopted in Warsaw in 1929 (ratified in Hungary by Act XXVIII of 1936).

X. TRANSFER OF CONTRACT

1. Traveller may transfer his rights and obligations deriving from the Travel Services Agreement to a third party, provided that (i) he gives Jet Travel a notice without undue delay but at least within a reasonable period before the start of the package as per the Travel Services Agreement and (ii) the third party transferee satisfies all the conditions applicable to the Travel Services Agreement.

2. Traveller acknowledges that flight tickets are non-transferrable in most cases, therefore no third party may satisfy the conditions applicable to the Travel Services Agreement, i.e. the Travel Services Agreement may not be transferred as described above.

XI. PRIVACY

1. Jet Travel shall process all personal data of Travellers in compliance with applicable data protection regulations in effect during the performance of the Travel Services Agreement and in connection therewith.

2. By the execution of the Travel Services Agreement, Traveller consents to the transfer of his personal data by Jet Travel to third parties to the extent and in the manner necessary for the performance of the Travel Services Agreement.

3. Jet Travel's Privacy Policy shall be an inseparable *Annex 4* of the Travel Services Agreement, and is available on Jet Travel's website (<https://www.jettravel.hu/data-handling>).

XII. LIABILITY

1. Traveller shall supervise and keep his luggage safe at all times, unless it was handed over to Jet Travel or its supplier (transportation company) for the purposes of transportation or safekeeping, and such fact was acknowledged by Jet Travel or the transportation company.

2. In consideration of a fee, Jet Travel may conclude an insurance agreement with Traveller for cases of illness, accident or any damages in the luggage.

3. Traveller shall be liable for the truthful statement of the birth date of minors participating in the travel, which is a condition precedent to use any discounts applicable to minors. Any additional costs or damages arising from incomplete or untruthful data supply shall be Traveller's liability. Where minors, unaccompanied by a parent or a legal guardian, travel on the basis of a Travel Services Agreement which includes accommodation, Jet Travel shall provide separate information enabling direct contact with the minor or the person responsible for the minor at the minor's place of stay.

4. Upon the booking, Jet Travel shall inform Traveller whether Jet Travel or Traveller shall procure documents required for the travel (visa, etc.). Jet Travel shall inform Traveller about the dates when data

shall be supplied. In case any deadline is missed by Traveller, the travel shall be deemed to have failed for a reason within the Traveller's sphere of interest.

5. It shall be Traveller's liability to have all documents required for the travel. In general, international regulations prescribe for an additional validity period of 6 months after the date of return in case of documents (passport, ID card). Traveller shall be familiar with visa regulations that belong to the country of the city of any transport connections or the destination. Jet Travel shall not supervise or be liable for any case where the travel fails due to the lack of required documents, visa or any other travel condition.

6. During the travel, Traveller shall comply with all (passport, customs, visa, currency, health care, etc.) (legal) regulations applicable to the trip and familiarise himself beforehand, particularly if Traveller's nationality is other than Hungarian. Traveller is obliged to draw Jet Travel's attention to this fact. Traveller shall bear all costs and damages arising from the non-compliance with such rules and regulations.

7. If Traveller is not able to travel due to the lack of documents required for the trip, then this shall be deemed a termination by Traveller, and Traveller is obliged to pay termination fee as per Clause V/1.

8. Furthermore, Jet Travel hereby excludes all liability for any damages arising as a result of Traveller's own fault, in particular for all cases where Traveller misses a means of transportation or does not show up at the place (e.g. airport, coach or railway station) and date indicated by Jet Travel for the purposes of the trip.

9. If Traveller books the trip in favour of a third party, Jet Travel is not obliged to verify whether Traveller is a lawful representative of such third party. In such cases, Traveller's obligations shall be performed by Traveller before the start of the trip, and by the third party after the start of the trip. In the Special Terms and Conditions, Traveller shall provide the data of natural persons actually using Jet Travel's services (participants).

10. Traveller shall be directly liable for any and all damages caused by Traveller to third parties in the course of the travel. In the event any third party has a claim against Jet Travel for any damages caused by Traveller, then Traveller shall be liable and hold Jet Travel harmless entirely for any such claims.

11. Jet Travel shall provide assistance to Traveller if he is in difficulty during the travel. Jet Travel shall be able to charge a reasonable fee for such assistance if the difficulty is caused intentionally by Traveller or through Traveller's negligence. That fee shall not in any event exceed the actual costs incurred by Jet Travel.

XIII. MISCELLANEOUS

1. If Jet Travel does not fulfil its obligation for repatriation or the refund of the downpayment or the participation fee for any reason whatsoever, then Traveller, in order to assert his claims, may contact Alfa Vienna Insurance Group Ltd. that provides the financial collateral under the Travel Services Decree to Jet Travel. The authority competent for the purposes of insolvency protection: Government Office of the Capital City Budapest, Department of Trade, Defence Industry, Export Control and Precious Metal Assay, Unit for Tourism and State Supervision of Public Warehouses, H-1124 Budapest, Németszőlgyi út 37-39, Hungary.

2. Jet Travel hereby informs Traveller that the pictures published in its programme are for illustration purposes only, and shall not be responsible for the truthfulness of such pictures.

3. In good time before the start of the package, Jet Travel shall provide Traveller with the necessary receipts, vouchers, tickets, insurance bonds for the passenger's name, information on the scheduled times of departure and the deadline for check-in, as well as the scheduled times for intermediate stops, transport connections and arrival.

4. In the event any of the provisions of the Travel Services Agreement is or becomes void or unenforceable, then any other provisions of the Travel Services Agreement shall persist unless the Parties would not have entered into the Travel Services Agreement without the void or unenforceable provision.

5. Parties shall settle all disputes arising out of or in connection with the Travel Services Agreement amicably and out of court. If the settlement of the dispute as described above is unsuccessful, then the court competent according to the general rules shall have jurisdiction.

6. Jet Travel's Dispute Resolution Policy shall be *Annex 5* of the Travel Services Agreement, and it contains information on complaint-handling and dispute resolution procedures that may be used by Traveller in case of eventual lack of conformity with the Travel Services Agreement. The above Dispute Resolution Policy is available on Jet Travel's website at <https://www.jettravel.hu/complaints>.

7. These General Terms and Conditions shall apply to Travel Services Agreements concluded after the effective date hereof.

Annexes of Travel Services Agreement:

- *Annex 1*: Travel Guide
- *Annex 2*: Standard Information to Travellers
- *Annex 3*: Unique Terms and Conditions (if applicable)

Effective date: 14 February 2024



STANDARD INFORMATION TO TRAVELLERS

The combination of services offered to you is a package within the meaning of Government Decree no. 472/2017 (XII. 28.) on agreements on travel services and particularly on package travel contracts and linked travel arrangements.

Therefore, you will benefit from all rights applying to package travel contracts. Jet Travel Kft. (H-1113 Budapest, Bocskai út 77-79., Building B, 3rd floor, hereinafter: „Jet Travel”) will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, Jet Travel 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 Government Decree no. 472/2017 (XII. 28.) on agreements on travel services and particularly on package travel contracts and linked travel arrangements:

- 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 details of 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 there is a decrease in the relevant costs.
- 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 before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where the conditions under the Government Decree are met.

- 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 elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller 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 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. Jet Travel has taken out insolvency protection with Alfa Vienna Insurance Group Ltd. Travellers may contact this entity (Alfa Vienna Insurance Group Ltd. National Centre of Claim Settlement, H-9701 Szombathely Pf. 63., Hungary or via email to the email address OKK-szemelyszolgaltatas@acgon.hu or via fax to +36-1/ 476-5705) or, where applicable, the competent authority if services are denied because of the organiser's insolvency. The authority competent for the purposes of insolvency protection: Government Office of the Capital City Budapest, Department of trade, Defence Industry, Export Control and Precious Metal Assay, Unit for Tourism and State Supervision of Public Warehouses, H-1124 Budapest, Németvölgyi út 37-39, Hungary.