

TRAVEL PRO S.A.'S GENERAL TERMS AND CONDITIONS OF SALE

(B to C)

Version up to date April 11th, 2025

Presentation of the travel agency. Travel Pro S.A. is a public limited company, whose registered office is located at 430-434, route de Longwy, L-1940 Luxembourg, and registered with the Luxembourg Trade and Companies Register under number B44184. Depending on the case, Travel Pro S.A. may act as a "retailer" when it resells package tours or related travel services offered by travel organizers or services taken individually (transport, accommodation, activities etc.), - or as an "organizer" when EU Directive 2015/2302 is applicable and it combines several services to create a tailor-made trip, adapted to the Customer's needs.

Applicability of the GTC. These General Terms and Conditions of Sale define the conditions under which Travel Pro S.A. provides Services to its Customers. (*Hereinafter referred to as the "GTC"*). The applicable GTC are those in force at the time of the Customer's Reservation of the Service(s). Verbal agreements not confirmed in writing are considered null and void. Travel Pro S.A. reserves the right to modify these GTC at any time, with the new conditions applying as soon as they are communicated to Customers. If a website is set up, the new version of the GTC will be published on it.

- When Travel Pro S.A. resells a package tour designed by an organizer, the organizer's general terms and conditions take precedence.
- Where Travel Pro S.A. itself composes a tailor-made trip, these GTC shall take precedence.
- Where Travel Pro S.A. acts as a retailer, these GTC are supplemented by the general terms and conditions of sale of each Service Provider actually carrying out the booked Service. It is the Customer's responsibility to consult and comply with them.

Acceptance of the GTC. Before finalizing a Reservation, the Customer must read the GTC and, for package tours and related travel services, the pre-contractual information in the Appendix to these GTC and accept them unreservedly by hand-signing the document. If the Customer has made a Reservation for one or more other persons, the Customer guarantees the acceptance by such other persons, who have not made the Reservation directly, of these GTC, of those of the organizer, if different from Travel Pro S.A., and of those of the Service Provider(s).

ARTICLE 1 - DEFINITIONS

1.1. Capitalized terms have the meanings indicated below (whether used in the singular or plural):

1.1.1 "Service" or "Product" refers to a travel service or set of travel services offered to the Customer by Travel Pro S.A., such as but not limited to: transportation, accommodation, catering, activities, organized stays, activities as well as a complementary service, travel insurance.

1.1.2 "Reservation" refers to the purchase of one or more services by the Customer. It leads to the conclusion of a travel contract and represents the special terms and conditions.

1.1.3 "Service Provider" means any entity or individual who provides a Service offered by Travel Pro S.A.

1.1.4 "Customer" refers to any natural person acting for non-professional purposes, i.e. outside their commercial, industrial, craft, liberal or agricultural activity. The Customer may be a "Group", understood as a group of individuals acting for non-professional purposes and brought together for a common interest. The minimum number of participants in a Group varies according to the Service and, where applicable, will be specified in the Reservation.

ARTICLE 2 - PURPOSE

2.1. Travel Pro S.A. offers the Reservation of various Services including transportation (plane, train, bus tickets, car rental, private transfers, shuttles etc.), accommodation (hotels, apart-hotels, guesthouses, vacation rentals, camping etc.), activities (local excursions such as guided tours, safaris, hikes etc., tickets for theme parks, museums, shows, sports activities etc.). Travel Pro S.A. also offers optional travel assistance and cancellation insurance.

2.2. The content and characteristics of the Services offered and their availability at the time of the Reservation are described based on information communicated by the Service Providers.

ARTICLE 3 - LEGAL CAPACITY

3.1 By making one or more Reservation(s), the Customer declares that he/she is at least 18 years of age and has full legal capacity to make such a Reservation.

3.2. The Customer accepts responsibility for, and the consequences of Reservations made on his/her behalf, and on behalf of the participant(s) designated in the Reservation, and in particular those made by minor members of the household and/or persons over whom the Customer exercises parental authority.

3.3. Specific details concerning Groups are set out in [Article 4 \(point 4.2.\) of these GTC](#).

ARTICLE 4 - TRAVEL GROUPS

4.1. The present article specifies the particularities applicable to Travel Groups as defined in [Article 1 \(point 1.1.4\) of the present GTC](#). These special conditions supplement or derogate from the provisions of the GTC.

4.2 In addition to Article 3 - Legal capacity. The Customer declares and guarantees that he/she is acting solely for the needs of the Group he/she represents. He/she guarantees Travel Pro S.A. that he/she has obtained all the necessary authorizations and powers to enter the travel contract under these GTC. When booking a group trip that includes minors, the Customer undertakes to ensure that all participating minors are duly authorized to travel, in accordance with applicable laws. The Customer must obtain the written consent of the minors' legal representatives for their participation in the trip. The Customer also guarantees that the escorts appointed to supervise the minors have all the necessary authorizations to perform this role, and that they are able to take all measures necessary for the safety and well-being of the minors during the trip. In the event of failure to comply with these obligations, Travel Pro S.A. reserves the right to refuse the participation of a minor if the necessary documents or authorizations are not provided within the allotted time. In such a case, Travel Pro S.A. cannot be held responsible, and no refund or compensation will be granted.

4.3 In addition to Article 5 - Booking: The minimum number of participants required to validate a group trip varies according to the Service booked. This threshold is specified at the time of Booking.

4.4 In addition to Article 12 - Prices. Groups may benefit from preferential rates depending on the number of participants and the Services included. These advantages are detailed in the Reservation.

4.5. In addition to Article 14 - Modification of the reservation: Any increase or decrease in the number of participants after the Reservation is subject to the written acceptance of Travel Pro S.A. The addition of one or more participants, when possible, entails a price adjustment and will only be considered after payment of the applicable additional fees previously communicated by Travel Pro S.A.

Withdrawal of one or more participants does not entail any reduction in price, and the initial total price remains payable.

4.6. In addition to Article 15 - Cancellation of reservation: If the minimum number of participants required is not reached or is no longer reached, Travel Pro S.A. reserves the right to cancel the trip without compensation or indemnity for the Customer.

4.7. Notwithstanding Point 15.1.3.2 - Partial cancellation: Unless otherwise stated in writing by Travel Pro S.A. in the travel contract, this clause does not apply insofar as the group trip is considered as a whole. It is generally not possible to partially cancel one or more Services.

4.8. Notwithstanding Article 18 - Customer liability: The responsibility of the Group lies with its representative (i.e. the contact person operating the Booking). This person is responsible for ensuring that all members of the group comply with the conditions of the travel contract, these GTC, safety rules, local regulations, as well as the instructions given by Travel Pro S.A., those of the organizer if different from Travel Pro S.A. and the conditions of the Service Providers. This person must also ensure that Group members respect schedules, expected behaviour and rules of conduct throughout the trip. In the event of failure to meet these obligations by one or more members of the Group, the Group representative will be liable for the financial consequences, including additional costs related to Reservation cancellations or modifications, as well as costs generated by any incident caused by one or more members of the Group.

4.9. In addition to Article 22 - Administrative and health formalities: The Group representative (i.e. the contact person making the Reservation) undertakes to inform all members of the administrative and health formalities required for the trip (such as passport, visa, vaccination, etc.). It is the responsibility of each member of the Group to comply with the requirements of the local authorities and to ensure that his or her documents are in order before departure.

ARTICLE 5 - RESERVATION

5.1. Making contact. To reserve one or more Service(s), the Customer may: either visit the agency directly at the following address: 430-434, route de Longwy, L-1940 Luxembourg, or contact a Travel Pro S.A. travel agent by telephone at the following number: (+352) 46 95 45 - 1 or by e-mail at the following address: info@travel-pro.lu

5.2 Expression of needs. The customer first expresses his specific needs and expectations. He/she specifies several key elements so that the Travel Pro S.A. travel agent can design a suitable proposal:

5.2.1. Desired destination: select a country or city.

5.2.2. Number of participants: number of adults and number of minors.

5.2.3. Participant conditions: presence of people with disabilities or reduced mobility (PRM).

5.2.4. Travel dates: exact or approximate period of stay, taking into account the Customer's availability and particular constraints.

5.2.5. Overall budget: amount allocated to the trip, including all the Services required (i.e. transport and/or accommodation and/or meals and/or activities).

5.2.6. Transport preferences: coach, train, plane, ferry or cruise, private transport, etc. - and type of equipment or category or class desired.

5.2.7. Type of accommodation: hotels of various categories, apart-hotels, guesthouses, or any other type of accommodation according to the Customer's requirements.

5.2.8. Meals and catering: full board, half board, special restaurants or special dietary requirements/restrictions.

5.2.9. Activities and excursions: cultural visits, sports activities, shows, concerts, etc.

5.3. Sales proposal. A travel agent from Travel Pro S.A. will then take the time to discuss in greater detail with the Customer his or her expectations for the trip. The Customer is required to provide accurate and complete information about his/her own specific needs and the needs of the other participant(s) at the time of Booking. Any failure may limit Travel Pro S.A.'s ability to provide the desired Service(s). Based on the information provided by the Customer, a travel agent from Travel Pro S.A. will draw up a travel proposal. The travel agent will analyse the offers of transport, accommodation, catering and activities according to the criteria requested by the Customer and its budget. It will also draw up a structured program and itinerary, taking into account the planned routes, times, activities and visits. After discussion with the Customer, the travel agent from Travel Pro S.A. adjusts the proposal to the Customer's feedback and preferences.

5.4. PRM and disabled access. Travel Pro S.A. undertakes to offer Services adapted to the needs of PRM and disabled persons in order to guarantee a comfortable and safe journey. At the time of Booking, the Customer must inform Travel Pro S.A. of any medical condition, disability or specific need related to reduced mobility, in order to allow adequate preparation of the Services. Travel Pro S.A. will do its utmost to check that the accommodation, means of transport offered, etc. are accessible and adapted to the needs of PRMs. Should it be impossible to adapt the Services, Travel Pro S.A. will inform the Customer and propose compatible alternatives, subject to availability. Travel Pro S.A. ensures that carriers, hotels and other Service Providers comply with accessibility and safety standards for PRM, in accordance with local and international regulations. However, Travel Pro S.A. cannot be held responsible for the limitations or failures of third-party Service Providers in terms of accessibility. Travel Pro S.A. cannot be held responsible for any inability to provide specific services for PRM or disabled persons due to incomplete or incorrect information provided by the Customer.

5.5. Validation of the proposal. Once the proposal has been validated by the Customer, the Customer signs a travel contract, provides the necessary documents and authorizations, and makes payment in accordance with [Article 12 - Prices of these GTC](#). The Customer will then receive, in good time before the start of the trip, all the necessary documents, such as receipts, travel vouchers and tickets, information on the scheduled departure time and, if applicable, the latest check-in time, as well as the scheduled times of stopovers, connections and arrival.

5.6. Follow-up. During the trip, Travel Pro S.A. remains available for any assistance. At the end of the trip, Travel Pro S.A. contacts the Customer to gather feedback. This feedback is used to improve the Services offered and to better understand the Customer's preferences for future trips.

5.7. The specificities concerning Groups are specified in [Article 4 \(point 4.3\) of the present GTC](#).

ARTICLE 6 - PACKAGE TOURS

6.1. Definition within the meaning of Directive (EU) 2015/2302. Package travel includes all sales including at least two different types of travel services for the same vacation trip or vacation stay, booked under a single contract with a single provider. Package travel also includes sales involving the booking of services from different providers under separate contracts, provided the following conditions are met:

- Travel services are purchased from a single point of sale (store, call center or website) where the customer chooses these services before agreeing to pay, i.e. before concluding the first contract;

- Services are sold as package price;

- Services are advertised or sold as "packages" or similar;

- Customers have the right to choose from a selection of travel services, such as a gift box.

The combination of a travel service such as accommodation with another tourist service (such as a guided tour or access to a concert) can only be considered as a package tour if the additional service represents at least 25% of the overall value of the tour or constitutes an essential feature of the tour.

6.2 Pre-contractual information. The organizer, as well as the retailer when the packages are sold through a retailer, communicates to the traveller, before he is bound by a package travel contract or any corresponding offer, the information by means of the standard form determined by Grand-Ducal regulation, and in the case where it applies to the package, the information mentioned below:

6.2.1. The main characteristics of travel services:

- a) Destination(s), itinerary and period(s) of stay, with dates and, where accommodation is included, the number of overnight stays;
- b) Means, characteristics and categories of transport, places, dates and times of departure and return, duration and place of stopovers and connections. When the exact time has not yet been fixed, the organizer and, where applicable, the retailer informs the passenger of the approximate time of departure and return;
- c) Location, main features and, if applicable, tourist category of the accommodation under the rules of the country of destination;
- d) Meals provided;
- e) Visits, excursions or other services included in the total package price;
- f) If not apparent from the context, whether any travel services will be provided to the traveller as part of a group and, if so, the approximate size of the group;
- g) Where the benefit of other tourist services provided to the traveller relies on effective verbal communication, the language in which these services will be provided; and
- h) Information on whether the vacation or vacation stay is generally suitable for people with reduced mobility and, at the request of the traveller, precise information on the suitability of the vacation or vacation stay for the traveller's needs;

6.2.2. The company name and geographical address of the organizer and, if applicable, of the retailer, as well as their telephone and, if applicable, electronic contact details;

6.2.3. The total price of the package including taxes and, if applicable, all fees, charges or other additional costs, or, when these cannot be reasonably calculated prior to the conclusion of the contract, an indication of the type of additional costs that the traveller may still have to bear;

6.2.4. Terms of payment, including the amount or percentage of the price to be paid as a deposit and the schedule for payment of the balance, or the financial guarantees to be paid or provided by the traveller.

6.2.5. The minimum number of people required to complete the package and the deadline referred to in article L. 225-10, paragraph 3, letter a), preceding the start of the package for possible termination of the contract should this number not be reached;

6.2.6. General information on passport and visa requirements, including the approximate time required to obtain visas, as well as information on health formalities, for the country of destination;

6.2.7. A statement indicating that the traveller may cancel the contract at any time before the start of the package, subject to payment of appropriate cancellation fees or, where applicable, standard cancellation fees charged by the organizer, in accordance with article L. 225-10, paragraph 1,

6.2.8. Information on compulsory or optional insurance covering the cost of cancellation of the contract by the traveller or the cost of assistance, including repatriation, in the event of accident, illness or death.

6.2. In the case of package travel contracts concluded by telephone, the organizer and, where applicable, the retailer provides the traveller with the standard information set out in the standard information form determined by Grand Ducal regulation listed in [Appendix 1 - Standard information form \(Package travel\)](#), and the information listed above.

ARTICLE 7 – LINKED TRAVEL ARRANGEMENTS

7.1. Definition within the meaning of Directive (EU) 2015/2302. Linked travel arrangements encompass travel services purchased from different professionals under separate but linked contracts. They are considered linked when a professional facilitates the booking of the subsequent service(s) and these services are purchased for the purposes of the same travel or vacation stay.

Linked travel services apply only if the combination of travel services does not constitute a package and if the provider facilitates:

- Booking based on a single visit or contact at the sales outlet; or
- The additional reservation made in a targeted manner and the conclusion of a contract for the corresponding travel services with another professional, within twenty-four (24) hours of confirmation of the reservation of the first travel service.

The combination of a travel service such as accommodation with another tourist service (guided tour or concert ticket) can only be considered as a tied travel service if the additional service represents at least 25% of the overall value of the trip, or if it constitutes an essential feature of the trip

7.2 Pre-contractual information. The organizer and the professional to whom the data is transmitted ensure that, before the traveller is bound by a contract or any corresponding offer, the information listed in [points 6.2.1 to 6.2.8 of these GTC](#) is provided, insofar as this is relevant to the travel services they offer. At the same time, the organizer also provides the standard information by means of the standard information form determined by Grand Ducal regulation, listed in [Appendix 2 - Standard information form \(Linked travel services\)](#).

ARTICLE 8 - TRANSPORT

8.1. The Transport Service refers to a journey made along a specific route, as set out at the time of Reservation. The Customer has the option of booking Transport Services by road, rail, air or sea. The conditions that apply are those specific to each carrier. The conditions of carriage of animals and baggage vary from company to company. It is the Customer's responsibility to consult them and comply with them.

8.2. Schedules and itineraries are provided for information only and are subject to change by the carriers. Travel Pro S.A. declines all responsibility for incidents, accidents, delays, cancellations or any other inconvenience related to transport, except in the case of gross negligence on its part.

ARTICLE 9 - ACCOMMODATION

9.1. Hosting conditions depend on the conditions of the Service Provider concerned.

9.2 Travel Pro S.A. shall not be held responsible for problems related to accommodation, such as unsatisfactory living conditions or non-conforming Services, except in the case of gross negligence on its part.

ARTICLE 10 - CATERING

10.1. Conditions relating to catering depend on the conditions of the Service Provider concerned.

10.2. Travel Pro S.A. accepts no liability for non-compliance with the dietary information provided to the Service Provider if the latter has not taken into account the dietary information provided or if the Customer provides incorrect or incomplete information concerning allergies or dietary preferences. In any event, Travel Pro S.A. cannot be held responsible for problems relating to catering, except in the case of gross negligence on its part.

ARTICLE 11 - ACTIVITIES

11.1. Conditions relating to activities (sporting activities, cultural visits, concerts, shows, etc.) depend on the conditions of the Service Provider concerned.

11.2. Travel Pro S.A. shall not be liable for any incidents or accidents occurring during excursions or activities, except in the case of gross negligence on its part.

ARTICLE 12 - PRICES

12.1. Terms of payment.

12.1.1. The price of the Service(s) is set by the rates in force at the time of the Reservation. They are indicated in Euros, inclusive of VAT. The price includes the Service(s) expressly mentioned in the Reservation.

12.1.2. Unless otherwise specified on the sales contract, if the reservation is made more than 30 days before the start date of the Service(s), a deposit of at least 30% of the total price is required. The remaining balance, including any changes and/or additions, is payable no later than thirty-five (35) days before the start of the Service(s). If the reservation is made less than 30 days before the start of the Service(s), the Customer must pay the full price of the reservation directly.

12.1.3. Payment for the service(s) is made by credit card or bank transfer. Cash and cheques are not accepted as means of payment

12.2. Price revision.

12.2.1. Prices may not be revised, except in the event of variations in transport costs, fees, surcharges or exchange rates. However, prices may not be increased within 20 days of the scheduled departure date.

12.2.2. Revision of the price of the service(s) depends on the general terms and conditions of sale of the organizer, if different from Travel Pro S.A., and of each Service Provider.

12.3. Late payment.

12.3.1. The total amount of the service (including any expenses) must be paid by the Customer to Travel Pro S.A. within the period specified in [point 12.1.2 of these GTC](#).

12.3.2. Any delay in payment will result in the application of a late payment penalty. This will correspond to the legal interest rate increased by 8 points, calculated from the due date indicated on the invoice, as well as a fixed indemnity of 40 euros for collection costs, in accordance with the law of April 18, 2004, relating to payment deadlines and late payment interest.

12.4. Specific details concerning Groups are set out in [Article 4 \(point 4.4\) of these GTC](#).

ARTICLE 13 - TRANSFER

13.1. For individual services, the conditions of assignment must be verified in accordance with the general terms and conditions of sale of each service provider concerned. It is specified that for transport services, tickets are personal and cannot be transferred.

13.2. For Package Travel and Related Travel Services, when Travel Pro S.A. acts as organizer, the Customer has the right, subject to 7 days' notice, sent on a durable medium before the start of the package, to transfer the package travel contract to a person satisfying all the conditions applicable to the travel contract to which he has subscribed.

13.3. The transferor of the package travel contract and the transferee are jointly and severally liable for payment of the balance of the price as well as any fees, charges or other additional costs incurred as a result of this assignment.

13.4. Where Travel Pro S.A. is an Organizer, the cost of transferring the travel contract may not be less than 150 euros per person. Where Travel Pro S.A. is a Retailer, the Customer must refer to the conditions of the transfer set out in the Organizer's general terms and conditions of sale.

ARTICLE 14 - RESERVATION MODIFICATION

14.1 Modification by the Customer.

Any request to modify the Reservation must be submitted in writing by e-mail to the following address: info@travel-pro.lu up to 24 hours before the scheduled departure date. Modification fees may apply and will be communicated to the Customer prior to confirmation of the changes. Changes are subject to the availability of the requested services and may incur additional costs. Changes will be effective only after written confirmation from Travel Pro S.A. and payment of any charges by the Customer.

14.2. Modification by Travel Pro S.A.

Should Travel Pro S.A. need to modify the initial reservation prior to departure, due to unforeseen circumstances, the Customer will be informed as soon as possible. Equivalent or better alternatives will be offered at no extra cost. If no alternative is available, the Customer may choose to cancel the reservation and receive a refund of the amount paid.

Changes made by Travel Pro S.A. due to unforeseen circumstances will not incur any costs for the Customer, unless the changes result from new requests by the Customer. When acting as Organizer, Travel Pro S.A. may unilaterally modify the clauses of the package travel contract other than the price, if the modification is minor and subject to informing the Customer in a clear, comprehensible and apparent manner on a durable medium.

14.3. The specificities concerning Groups are specified in [Article 4 \(points 4.5\) of these GTC](#).

ARTICLE 15 - CANCELLATION OF RESERVATION

15.1. Cancellation by the Customer.

15.1.1. **Formality:** Any total or partial cancellation must be notified in writing by e-mail to the following address: info@travel-pro.lu. The date of receipt of this notification determines the calculation of the applicable cancellation fees.

15.1.2. **Cancellation at no cost to the Customer:** The Customer may request cancellation of the travel contract free of charge in the cases listed below and subject to compliance with a reasonable deadline set by Travel Pro S.A.:

15.1.2.1. Force majeure as defined in [Article 21 of these GTC](#).

15.1.2.2. Substantial modification of the trip i.e. a price increase of more than 8%, a change of destination, a change of accommodation, a change of departure or return dates.

15.1.3. Cancellation fees:

15.1.3.1. In the event of total cancellation, and except in the cases mentioned in [points 15.1.2.1 and 15.1.2.2](#), the Customer will be liable for the cancellation charges set out below:

Deadline before departure/before the start of the Service(s)	Cancellation fees payable by the customer
Up to 91 days before departure	15% of total price + €50 administration fee.
90 to 61 days before departure	20% of the total price + €50 administration fee.
60 to 31 days before departure	50% of total price + €50 administration fee.
30 to 08 days before departure	80% of the total price + €50 administration fee.
07 to 01 day before departure	90% of the total price + €50 administration fee.
At least 24 hours before departure, or Non-payment of all or part of the Reservation, or No-show, or Provision of an identity document or any other required document, or information that is invalid or inconsistent.	100% of the total price due + €50 administration fee.

15.1.3.2. In the event of partial cancellation e.g cancellation of a specific service included in the travel contract, such as transport, an excursion or any other optional activity, without affecting the structure of the main travel contract, the cancellation charges are determined by the general terms and conditions of the Service Provider concerned. In addition to these conditions, Travel Pro S.A. will charge an handling fee of €50.

15.1.4. Cancellation insurance (optional): If the Customer has taken out cancellation insurance as mentioned in 19.2. the refund will be made in accordance with the conditions specified in the insurance contract and will not be subject to the cancellation fee policy described in this article.

15.1.5. Absence of the Customer's right of withdrawal: The Customer acknowledges that he has no right of withdrawal. In accordance with article L.222-9 (7) (I) of the Luxembourg Consumer Code, the consumer may not exercise the right of withdrawal for contracts for the provision of accommodation services (other than for residential purposes), transport of goods, car rental, catering, or related to leisure activities, if the contract provides for a specific date or period of performance.

15.2. Cancellation by Travel Pro S.A.

If, before the start of the Service(s), compliance with one or more of the essential elements of the trip is rendered impossible due to an external event that Travel Pro S.A. must deal with, or a case of force majeure as defined Article 21 of these GTC, Travel Pro S.A. may cancel the Service(s). The Customer will be informed by any means according to the information provided. The Customer will be reimbursed the amount paid as soon as possible according to the method of payment used, without compensation exceeding the value of the trip. If an alternative is possible, Travel Pro S.A. will propose a substitute service to the Customer. If the Customer accepts such an alternative proposal, he/she will not be entitled to any reimbursement of his/her trip, nor will Travel Pro S.A. be liable for any expenses.

When acting as Organizer, Travel Pro S.A. may cancel the trip or stay due to insufficient participants up to 20 days before the start of the package in the case of trips lasting more than 6 days, 7 days before the start of the package in the case of trips lasting 2 to 6 days, 48 hours before the start of the package in the case of trips lasting no more than 2 days.

15.3. The specificities concerning Groups are specified in Article 4 (points 4.6 and 4.7) of the present GTC.

ARTICLE 16 - LIABILITY OF TRAVEL PRO S.A.

Depending on the customer's needs, Travel Pro S.A. may act as a retailer (point 16.1), in which case Travel Pro S.A. acts as an intermediary by reselling travel services offered by other providers or organizers, or it may act as an organizer (point 16.2), when it takes responsibility itself for creating, designing and combining various travel services. Depending on its capacity, Travel Pro S.A.'s liability to the customer differs. In general, Travel Pro S.A.'s maximum compensation and liability limits are defined in point 16.3 of the GTC.

16.1 Responsibility of Travel Pro S.A. as a retailer.

16.1.1. Where Travel Pro S.A. acts as an intermediary or retailer, it is only responsible for its intermediation services and is not responsible for the performance of the services concerned.

16.1.2. Travel Pro S.A. has an accessory obligation to inform the customer. Travel Pro S.A. is obliged to provide the customer with relevant advice adapted to the situation and to warn the customer against a particular condition or modality of a transaction. This obligation is one of means. Travel Pro S.A. must carry out certain research and, in particular, inform the Customer of the conditions for crossing borders.

16.1.3. In the case of tied travel services, Travel Pro S.A. is obliged to provide the pre-contractual information referred to in point 7.2 of these GTC and set out in Appendix 2 - Standard information form (tied travel services) and to provide insolvency protection as set out in Article 20 of these GTC.

16.1.4 In any event, Travel Pro S.A.'s liability is limited to direct material damage caused to the customer resulting exclusively from a proven fault or failure on the part of Travel Pro S.A. in the performance of the obligations mentioned in these GTC. Under no circumstances shall Travel Pro S.A. be liable to compensate the customer for any consequential or indirect damages. Travel Pro S.A shall not be liable for any loss or damage that was not reasonably foreseeable when the customer made the reservation or entered into these GTC; nor for any event reasonably beyond Travel Pro S.A.'s control.

16.2. Travel Pro S.A.'s liability as organizer.

16.2.1. Where EU Directive 2015/2302 is applicable and Travel Pro S.A meets the definition of "organizer", Travel Pro S.A is responsible for the performance of the travel services included in the package travel contract, regardless of whether these services are to be performed by itself or by other travel service providers. This responsibility includes the obligation to provide the services as described in the travel contract, as well as to ensure the compliance of the services with the expected quality standards.

16.2.2. However, Travel Pro S.A. cannot be held liable for the culpable, illicit or illegal acts of the service providers and their employees and agents, which are detrimental to the customer.

16.2.3. More generally, Travel Pro S.A. shall not be liable if it can prove that the non-performance or imperfect performance of the service is due to the customer's fault or to the fault of a third party or to force majeure.

16.2.4. Travel Pro S.A. is not responsible for excursions, tours, visits and other entertainment that are not part of the travel program. Participation in such events is at the customer's own risk. Likewise, Travel Pro S.A. is not responsible for hotel reservations or other services booked directly by the customer, and Travel Pro S.A. will not be responsible for such reservations under any circumstances.

16.2.5. If any of the travel services are not performed in accordance with the travel contract:

16.2.5.1. Travel Pro S.A. shall remedy the non-conformity, unless this is impossible or involves disproportionate costs, taking into account the significance of the non-conformity and the value of the travel services concerned.

16.2.5.2. If Travel Pro S.A. fails to remedy the non-conformity, the customer shall be entitled, where applicable, to a price reduction and/or compensation under the conditions provided for by law.

16.2.6. If a significant part of the travel services cannot be provided as provided for in the package travel contract, Travel Pro S.A. offers, at no extra charge, other appropriate services for the continuation of the package. The customer may only refuse these other services if they are not comparable to what was provided for in the travel contract.

16.2.7. If a non-conformity significantly disrupts the execution of the package and Travel Pro S.A. fails to remedy the situation, the customer may terminate the contract free of charge and request, where appropriate, a price reduction, compensation or both. If it proves impossible to offer other services or if the customer refuses the other services offered, the customer is entitled, where appropriate, to a price reduction, compensation or both, also without terminating the package travel contract.

If the package includes transportation, Travel Pro S.A. will also provide the customer with repatriation by an equivalent means of transport.

16.2.8. When it is impossible, due to exceptional and unavoidable circumstances, to ensure the customer's return as provided for in the package travel contract, Travel Pro S.A. shall bear the costs of the necessary accommodation for a maximum of 3 nights per traveller.

The limitation of these costs does not apply to persons with reduced mobility (PRM), accompanying persons, pregnant women, unaccompanied minors, or persons requiring specific medical assistance, provided that Travel Pro S.A. has been notified of their special needs at least 48 hours before the start of the package tour. Travel Pro S.A. cannot invoke exceptional and unavoidable circumstances to limit its liability if the carrier concerned cannot invoke such circumstances under the applicable legislation of the European Union.

16.3. Travel Pro S.A. indemnity ceiling/liability limits

16.3.1. Without prejudice to the foregoing, in general, whether Travel Pro S.A. acts as retailer or organizer, its liability is limited to two (2) times the price of the reservation. This limitation of liability shall not apply in the event of gross negligence on its part, personal injury or death.

16.3.2. In the event of breach by the customer/participants of these General Terms and Conditions or the General Terms and Conditions of an organizer if different from Travel Pro S.A. or those of one or more service provider(s), Travel Pro S.A. shall not be liable for any costs incurred by the customer as a result.

ARTICLE 17 - LIABILITY OF THE SERVICE PROVIDER(S)

17.1. Each reserved service is provided by one or more service provider(s) (other than Travel Pro S.A.).

17.2. The service providers are responsible for the performance of the reserved services, as well as for compliance with applicable legislation and contractual obligations.

17.3. The customer must consult and comply with the general terms and conditions of sale of the service providers for each service he wishes to book.

17.4. Except where it acts as organizer, Travel Pro S.A. accepts no liability for any damage, loss or expense of any nature whatsoever arising out of or in connection with the performance of the services provided by the service providers. Travel Pro S.A. shall not be liable for any improper performance or non-performance of the services by the service providers, nor for any direct or indirect consequences thereof, including but not limited to any accident, injury, illness, loss of property or other damage that may occur

during the performance of the services - unless Travel Pro S.A. can be shown to be guilty of gross negligence.

ARTICLE 18 - LIABILITY OF THE CUSTOMER

18.1. The customer is responsible for providing all necessary and accurate information at the time of booking, as well as obtaining the necessary travel documents.

18.2. Each participant must abide by safety rules, local regulations, and set times or appointments. Failure to do so may result in the loss of certain services without right to reimbursement.

18.3. Each participant is responsible for his/her own behaviour. Travel Pro S.A. reserves the right to refuse access to the services to any person whose behaviour is deemed inappropriate. No refund will be possible.

18.4. Each participant is responsible for the safekeeping and security of their luggage and other personal property during the performance of the services. Valuables and fragile objects must be treated with particular care. Travel Pro S.A. declines all responsibility for loss, theft or damage to these items.

18.5. The specificities concerning Groups are specified in [Article 4 \(point 4.8\) of the present GTC](#).

ARTICLE 19 - INSURANCE

19.1. [Travel Pro S.A.'s professional liability insurance](#) Travel Pro S.A.'s professional liability is covered by Foyer Assurances S.A. - 12, rue Léon Laval - L-3372 Leudelange - R.C.S. Luxembourg B34237.

19.2. [Travel insurance \(optional\)](#). Travel Pro S.A. offers the customer, as an optional additional service, cancellation or assistance insurance covering certain travel-related risks. This is optional, and the Customer is free to choose whether or not to take out such insurance.

ARTICLE 20 - PROTECTION AGAINST INSOLVENCY

20.1. Travel Pro S.A. has taken out insolvency protection with the Fonds de garantie luxembourgeois, Société coopérative, -7, rue Alcide de Gasperi, L-1615 Luxembourg - R.C.S. Luxembourg B261661.

20.2. Travellers may contact the Luxembourg Guarantee Fund or, where applicable, the competent authority, namely the Ministère de l'Economie, Direction générale PME, 19-21 Boulevard Royal, L-2449 Luxembourg (tel. (+352) 247 74 700, e-mail: t.ravel@eco.etat.lu) if they are refused services due to the insolvency of Travel Pro S.A.

20.3. Directive (EU) 2015/2302 transposed into national law can be viewed via the following link:

<https://legilux.public.lu/eli/etat/leg/loi/2018/04/25/a308/jo>

ARTICLE 21 - FORCE MAJEURE

21.1. "*Force majeure*" means an event beyond a person's control, which by its nature could not be foreseen by that person or which, if it could be foreseen, was unavoidable, including but not limited to epidemics or pandemics, failure of power sources, storms, floods, riots, fires, sabotage, civil unrest, interference by civil or military authorities, declared or undeclared acts of war or armed hostilities or any other national or international calamity, one or more acts of terrorism, arrests, seizures, obstructions by public authorities or other persons, roadblocks, quarantine measures and strikes not attributable to Travel Pro S.A., as well as the exclusion or concerted stoppage of work, or in the event of hindrances, risks or obstacles caused by a third party.

21.2 Travel Pro S.A. shall not be liable for the non-performance of any obligation under the travel contract and these GTC, to the extent that the performance of such obligation is prevented, hindered, obstructed or delayed by an event of force majeure.

21.3 In the event of the occurrence of a situation which Travel Pro S.A. considers to be a case of Force Majeure, Travel Pro S.A. shall notify the customer of the situation as soon as possible, specifying the nature of the event(s) in question, their impact on its ability to fulfil its obligations and any supporting documentation attesting to the reality of the case of Force Majeure, and shall do everything reasonably possible to remove these causes and resume performance of the obligations as soon as possible.

21.4. Travel Pro S.A. reserves the right to modify the services, if necessary, while endeavouring to maintain the quality and integrity of the services offered. Any major modification will be communicated to the customer as soon as possible.

21.5. Travel Pro S.A. also reserves the right to terminate the contract, prior to the commencement of the service, if exceptional circumstances, for which Travel Pro S.A. cannot be held responsible, make it impossible to perform the service. In this case, the customer is entitled to a refund of the price paid.

21.6 In the event of termination due to force majeure, serious danger or hindrance, Travel Pro S.A. is obliged to return the customer to his point of departure at his request; this right to return is limited to the means of transport agreed in the reservation. Any additional costs incurred in connection with the return journey due to extraordinary termination shall be borne by the customer.

ARTICLE 22 - ADMINISTRATIVE AND HEALTH FORMALITIES

22.1. It is the customer's responsibility to ensure that all police, customs and health formalities required for the trip are complied with.

22.2. Travel Pro S.A. undertakes to provide reasonable assistance to help the customer prepare travel documents and to answer questions concerning administrative and health formalities. Travel Pro S.A. cannot be held responsible for any consequences resulting from non-compliance with legal or health requirements.

22.3 Travel Pro S.A. accepts no responsibility for additional costs, penalties, or refusal of entry related to documents or health requirements not met by the customer.

22.4. The customer is responsible for all consequences, including financial consequences, arising from non-compliance with the required formalities.

22.5. It is the customer's responsibility to ensure that participants possess all documents required for travel, including, but not limited to, a valid passport, visa, and any other document required by the destination and applicable travel conditions.

22.6. In addition, the customer must ensure that the surnames and first names indicated at the time of booking and confirmed at the time of conclusion of the travel contract are consistent with the details on their valid identity papers (customary name, etc.).

22.7. The customer must check with the relevant authorities the specific requirements for his/her destination prior to departure. Travel Pro S.A. cannot be held responsible for entry refusals, delays or additional costs resulting from non-compliance with these formalities.

22.8. The customer must comply with the health requirements of his/her destination, including vaccinations and medical certificates. Travel Pro S.A. recommends consulting the local health authorities or a medical professional for the most up-to-date information.

22.9. Due to the evolving situation related to COVID-19 or other diseases, health requirements may change frequently. It is the customer's responsibility to find out about health measures, such as COVID-19 tests, vaccination certificates and travel restrictions in force at the time of departure. In such cases, Travel Pro S.A. cannot be held responsible, and no refund or compensation will be granted.

22.10. Specific details concerning Groups are set out in Article 4 (point 4.9) of these GTC.

ARTICLE 23 - PROCESSING OF PERSONAL DATA

23.1 **Applicable regulations.** Travel Pro S.A. undertakes to comply with the regulations in force applicable to the processing of personal data, and in particular, the Law of August 1, 2018 organizing the National Commission for Data Protection and the General Regime on Data Protection and Regulation EU 2016/679 of the European Parliament and of the Council of April 27, 2016 known as the "GDPR" as well as any other subsequent regulations that may come to apply.

Data protection terms used in these GTC that are not defined have the meaning given to them in the GDPR.

23.2 **Purpose and legal basis of processing.** This article relates exclusively to the processing of data necessary for the performance of the services offered by Travel Pro S.A. at the customer's request. Such processing is based on Article 6(1)(b) of the GDPR, insofar as it is necessary for the performance of a contract with the customer.

23.3. **Responsibility for processing personal data.**

23.3.1. Travel Pro S.A. is responsible for processing data collected in connection with the sale of the services it offers and organizes. Travel Pro S.A. has determined the means and purposes of the processing activities, which are as follows: performance of the terms of the travel contract, monitoring of reservations, management and monitoring of complaints.

23.3.2. As data controller, Travel Pro S.A. is responsible for:

23.3.2.1. To collect the personal data of the customer/all participants, in particular when booking services.

23.3.2.2. Analysis and continuous improvement of the service offered.

23.3.2.3. To provide the customer with the information required under Articles 13 and 14 of the GDPR at the time the data is processed as part of the reservation.

23.4. **Subcontractors for the processing of personal data.** As part of the performance of the services, Travel Pro S.A. uses service providers (hotels, carriers, guides etc.) acting as personal data processing subcontractors, with regard to Article 28 of the GDPR.

23.4.1. In this respect, Travel Pro S.A. ensures that these subcontractors process personal data in such a way as to guarantee their confidentiality and implement appropriate security measures to protect the customer's personal data.

23.4.2. Travel Pro S.A. also ensures that these subcontractors comply with current data protection regulations.

23.5. **Purposes of processing personal data provided by the customer.** The personal data transmitted by the customer is intended to enable reservation of the service(s), access, execution, management and analysis of the services offered by Travel Pro S.A. It is used for reservations requested by the customer, compliance with health and safety standards, as well as for purposes of proof, marketing and analysis of the customer experience.

To do so, the customer must:

23.5.1. Ensure the accuracy of the data it communicates, both its own and that of participants.

23.5.2. Keep its own data and/or that of participants up to date.

23.6. Categories of data collected. Travel Pro S.A. collects and processes:

23.6.1. Identification data: surname, first name, date and place of birth, nationality, passport/CNI numbers.

23.6.2. Contact details: e-mail address, telephone number of participants

23.6.3. Health data: special physical condition (PMR or disabled person), allergies, dietary restrictions/requirements. This data is considered sensitive data within the meaning of Article 9 of the GDPR. In this respect, they are collected and processed by Travel Pro S.A. according to the following cases:

- Their processing is necessary for the purposes of providing the services, including the specific management of particular physical conditions or dietary requirements.

- Their processing is based on a legal obligation or applicable regulation, such as the health and safety of participants.

- Their processing is necessary to safeguard the vital interests of the customer in the context of the services provided.

23.6.4. Information on minors: first and last name of child, first and last name of legal guardian.

23.6.5. Information relating to the reservation: pick-up point, destination, timetable, activities, meals, accommodation, transport ticket, etc.

23.6.6. Bank details for payment of services and invoicing.

Travel Pro S.A. is prohibited from misappropriating, commercializing or communicating all or part of the customer's/all participants' data for purposes other than those indicated in these GTC.

23.7. Retention of personal data and termination of the service. The data processed under these GTC shall be retained for the duration of the service plus any applicable regulations and mandatory retention periods. Travel Pro S.A. and any service provider undertake to return or destroy the data on expiry of the service and at the request of the persons concerned.

23.8. Customer rights and exercise of their rights. Customers have the following rights:

23.8.1. Right of access: request a copy of personal data held.

23.8.2. Right of rectification: to correct inaccurate or incomplete data.

23.8.3. Right to erasure: request the deletion of data, within the limits provided by law.

23.8.4. Right of limitation: temporarily restrict data processing.

23.8.5. Right to portability: receive data in a structured and commonly used format.

23.8.6. Right to object: to refuse data processing on legitimate grounds.

23.9. Requests may be addressed to Travel Pro S.A. at the following e-mail address: gdpr@travel-pro.lu. Any Customer also has the right to lodge a complaint with the CNPD, the competent supervisory authority, by post to the following address: CNPD 15 Bd du Jazz, 4370 Esch-sur-Alzette; or online at: <https://cnpd.public.lu/fr.html>

23.10. Notification of data breaches. In the event of a personal data breach ascertained or suspected by Travel Pro S.A. or an organizer or service provider, the party concerned will notify the other party without delay (and no later than 24 hours after becoming aware of the breach) and consult it as to the consequences and risks for the data subjects, together with all the information required under Article 33 of the GDPR. The party responsible for notifications to the supervisory authority is Travel Pro S.A.

23.11. Transmission of personal data

23.11.1. Data relating to the contractual relationship between Travel Pro S.A. and the customer is accessible only to authorized Travel Pro S.A. personnel in the performance of their duties. It is transmitted to the service providers involved in the execution of the services booked (accommodation, transport

companies, etc.), in order to guarantee the proper execution of the service and to the organizer, if different from Travel Pro S.A.

23.11.2. Transfer outside the European Union (EEA). No data will be transferred outside the European Economic Area (EEA). By exception, any processing of personal data carried out outside the EEA in connection with the booking by Travel Pro S.A. shall give rise to the imposition of adequate safeguards in order to ensure an equivalent level of protection, as provided for in chapter V of the GDPR (for example, on the basis of an adequacy decision by the European Commission [Article 45 GDPR]; on the basis of the Standard Contractual Clauses adopted by the European Commission [Article 46.2.c. GDPR]) and Travel Pro S.A. shall inform the customer thereof.

ARTICLE 24 - GENERAL PROVISIONS

24.1. The fact of tolerating a breach of any of the obligations provided for in the GTC may not be interpreted as a waiver of the right to invoke this obligation at a later date.

24.2. If any provision of the GTC is invalidated in whole or in part, the validity of the remaining provisions of the GTC shall not be affected. The invalidated provision shall be replaced by a valid provision corresponding to the spirit of these GTC.

24.3. These GTC are written in French. Any translation of the GTC into one or more foreign languages is provided for information purposes only, in order to facilitate understanding by non-French-speaking customers. Only the French text will prevail in the event of a dispute.

ARTICLE 25 - SETTLEMENT OF DISPUTES

25.1. Complaints. Unless otherwise specified in writing by Travel Pro S.A., any complaint by the Customer relating to a service booked via Travel Pro S.A. must be made in writing: either by registered letter with acknowledgement of receipt to the following address: 430-434, route de Longwy, L-1940 Luxembourg, or by e-mail to the following address: info@travel-pro.lu

This must be done within one (1) month of the date of completion of the service. Notwithstanding mandatory legal provisions, the customer acknowledges and accepts that once the deadline has expired, he/she is no longer authorized to file a claim. Travel Pro S.A. undertakes to inform the customer of the status of his/her complaint within one (1) month of receipt, specifying whether it has been accepted, rejected or is still being examined. A definitive response will be provided to the customer within a maximum of three (3) months from the date of receipt of the complaint.

25.2. Amicable resolution. If the customer is not satisfied with the response, he may turn to the "Commission Luxembourgeoise des Litiges de Voyages" (CLLV), the Luxembourg body competent to find out-of-court solutions to travel disputes. The request is only admissible if the customer has previously sent a written complaint to Travel Pro S.A., or to the service provider(s) or the organizer, and has not received a satisfactory response within three (3) months. The request to the CLLV is only admissible if it is made within twelve (12) months of the complaint being sent to the professional. If the sale is made online, the customer may use the platform available on the <https://webgate.ec.europa.eu/odr> website to settle his dispute. If the customer resides in France and, following a complaint to Travel Pro S.A., does not receive a satisfactory response, or if no response is received within sixty (60) days, the customer has the right to refer the matter to the "Médiateur du Tourisme et du Voyage" (Tourism and Travel Mediator), whose website is www.mtv.travel.

ARTICLE 26 - JURISDICTION AND APPLICABLE LAW

26.1. Jurisdiction. Any dispute which is not settled in accordance with the procedure described above shall fall within the exclusive jurisdiction of the courts of LUXEMBOURG CITY, unless otherwise stipulated, and this regardless of the plurality of defendants and/or the exercise of rights, including for emergency proceedings or proceedings in summary proceedings or by petition.

26.2. Applicable law. These GTC are governed and interpreted in accordance with Luxembourg law, subject to the applicability of mandatory national or European rules.



APPENDICES - STANDARD INFORMATION FORMS

APPENDIX 1 - STANDARD INFORMATION FORM (PACKAGE TOURS)

The combination of travel services detailed above is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to packages. Travel Pro S.A. and the tour operator will be fully responsible for the proper performance of the package as a whole. Additionally, as required by law, Travel Pro S.A. 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.

Essential rights under Directive (EU) 2015/2302:

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 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 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 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 or, in some Member States, the retailer becomes insolvent, payments will be refunded. If the organiser or, where applicable, the retailer becomes insolvent after the start of the package and if transport is included in the package, repatriation of the travellers is secured.

Travel Pro S.A. has taken out insolvency protection with : Fonds de Garantie Voyages Luxembourgeois, Société coopérative, 7, rue Alcide de Gasperi L-1615 Luxembourg.

Travelers may contact this entity or, where applicable, the competent authority (Ministère de l'Economie, Direction générale PME, 19-21 Boulevard Royal L-2449 Luxembourg, tel. (+352) 247 74 700, e-mail: RAVEL Pro travel@eco.etat.lu) if they are denied services due to TRAVEL PRO S.A.'s insolvency.

Website where Directive (EU) 2015/2302 transposed into national law can be found : <https://legilux.public.lu/eli/etat/leg/loi/2018/04/25/a308/jo>

APPENDIX 2 - STANDARD INFORMATION FORM (LINKED TRAVEL ARRANGEMENTS)

If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via Travel Pro S.A., you will NOT benefit from rights applying to packages under Directive (EU) 2015/2302.

Therefore, Travel Pro S.A. will not be responsible for the proper performance of those additional travel services. In case of problems please contact the relevant service provider.

However, if you book any additional travel services during the same visit to or contact with Travel Pro S.A., the travel services will become part of a linked travel arrangement. In that case Travel Pro S.A. has, as required by EU law, protection in place to refund your payments to Travel Pro S.A. for services not performed because of Travel Pro S.A.'s insolvency. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

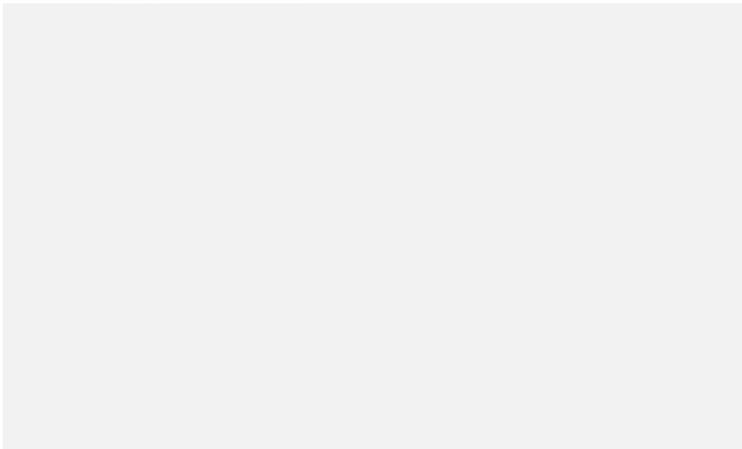
Travel Pro S.A. has taken out insolvency protection with : Fonds de Garantie Voyages Luxembourgeois, Société coopérative, 7, rue Alcide de Gasperi L-1615 Luxembourg.

Travelers may contact this entity or, where applicable, the competent authority (Ministère de l'Economie, Direction générale PME, 19-21 Boulevard Royal L-2449 Luxembourg, tel. (+352) 247 74 700, e-mail: travel@eco.etat.lu) if the services are denied because of Travel Pro S.A.'s insolvency.

Note: This insolvency protection does not cover contracts with parties other than Travel Pro S.A. which can be performed despite Travel Pro S.A.'s insolvency.

Link to Directive (EU) 2015/2302 transposed into national law:

<http://data.legilux.public.lu/eli/etat/leg/loi/2018/04/25/a308/jo>.



I have read and understood the Travel Pro S.A. General Terms and Conditions of Sale and accept them without reservation.

By booking a travel service via Travel Pro S.A., I accept and agree to be bound by the Terms and Conditions of the service providers and/or the organizer (if different from Travel Pro S.A.).

IMPORTANT: Travel Pro S.A. accepts no responsibility for the conditions, policies and performance of the services by the service providers and/or the organizer.

Last name, First name:

Signature: