



PACKAGE TRAVEL OR NOT?

CHECK AND SEE WHAT RIGHTS YOU HAVE

WHAT ARE THE KINDS OF TRAVEL SERVICES YOU PURCHASED?

Is your trip or holiday longer than 24 hours or includes an overnight accommodation?

NO

YES

Did you purchase at least two different types of travel services for a trip or holiday?

For example: a flight and a hotel

NO

YES

Do you have a **single contract** for the different services?

OR

Are the services **marked as a 'package'**?

OR

Is there a **total price**?

OR

Did you choose among a selection of travel services after the conclusion of a contract?

For example, a gift box.

NO

YES

PACKAGE

YOUR RIGHTS:

- Protection in case of bankruptcy
- Liability for proper performance of your contract
- Assistance when you are in difficulty
- Changes to / termination of your contract

Check europa.eu/youreurope/citizens/travel/holidays/package-travel

NO PACKAGE

NO LINKED TRAVEL ARRANGEMENT

YOUR RIGHTS

If your travel includes transport, check your rights as a passenger: europa.eu/youreurope/citizens/travel/passenger-rights

YES

Did you select the travel services **at the same time**?

NO

YES

Did you buy the travel services at **one point of sale**?

For example, a website or travel agency.

NO

After booking one travel service, did a trader facilitate the purchase of a second service from another trader in a targeted manner?

For example, by sending you a link.

NO

YES

Did you buy a second travel service within 24h of the first booking?

NO

YES

Did the first trader **transfer your name, e-mail address and payment details** to the other trader for the second contract?

YES

YES

Did the point of sale facilitate separate purchases of travel services during a **single contact**?

NO

LINKED TRAVEL ARRANGEMENT

YOUR RIGHTS: Limited protection in case of bankruptcy.

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**NO PACKAGE
NO LINKED TRAVEL ARRANGEMENTS**

**STILL QUESTIONS?
GIVE US A CALL**



**00800 6 7 8 9 10 11
(EUROPE DIRECT)**

#YOUREURIGHT