

Part C

Standard information form in the case of linked travel arrangements within the meaning of point (a) of point 5 of Article 3 (§ 2 Abs. 5 Z 1 lit. a PRG) where the contracts are concluded in the simultaneous physical presence of the trader (other than a carrier selling a return ticket) and the traveller

If, after selecting and paying for one travel service, you book additional travel services for your trip or holiday via Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M., you will NOT benefit from rights applying to packages under Directive (EU) 2015/2302

Therefore, Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. will not be responsible for the proper performance of the individual 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 Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M., the travel services will become part of a linked travel arrangement. In that case Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. has, as required by EU law, protection in place to refund your payments to Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. for services not performed because of Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. insolvency. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. has taken out insolvency protection with R+V Allgemeine Versicherung AG, Raiffeisenplatz 1, 65189 Wiesbaden (the entity in charge of the insolvency protection, e.g. a guarantee fund or an insurance company).

Travellers may contact this entity or, where applicable, the competent authority (contact details, including name, geographical address, email and telephone number) if the services are denied because of Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. insolvency.

Note: This insolvency protection does not cover contracts with parties other than Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M., which can be performed despite Steigenberger Hotels AG, Lyoner Straße 25, 60528 Frankfurt a.M. insolvency.

(Website where Directive (EU) 2015/2302 as transposed into national law can be found.)