

Part E

Standard information form where the trader facilitating an online linked travel arrangement within the meaning of point (b) of point 5 of Article 3 (§ 2 Abs. 5 Z 1 lit. b PRG) is a trader other than a carrier selling a return ticket

If you book additional travel services for your trip or holiday via this link/these links, you will NOT benefit from rights applying to packages under Directive (EU) 2015/2302.

Therefore, our company/ Steigenberger Hotels GmbH, Lyoner Straße 25, 60528 Frankfurt a.M. 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 additional travel services via this link/these links not later than 24 hours after receiving the confirmation of the booking from our company/ Steigenberger Hotels GmbH, Lyoner Straße 25, 60528 Frankfurt a.M., those travel services will become part of a linked travel arrangement. In that case Steigenberger Hotels GmbH, Lyoner Straße 25, 60528 Frankfurt a.M. has, as required by EU law, protection in place to refund your payments to Steigenberger Hotels GmbH, Lyoner Straße 25, 60528 Frankfurt a.M. for services not performed because of Steigenberger Hotels GmbH, 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 GmbH, Lyoner Straße 25, 60528 Frankfurt a.M. has taken out insolvency protection with R+V Allgemeine Versicherung GmbH, 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 GmbH, Lyoner Straße 25, 60528 Frankfurt a.M. insolvency.

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

Directive (EU) 2015/2302 as transposed into the national law