

## SCHEDULE 5

Regulations 7(2)(b) and (7) and 11(3)(b)

### Information to be provided in the package travel contract

1. Any special requirements of the traveller which the organiser has accepted.
2. Information that the organiser is—
  - (a) responsible for the proper performance of all travel services included in the contract in accordance with regulation 15;
  - (b) obliged to provide assistance if the traveller is in difficulty in accordance with regulation 18.
3. The name of the entity in charge of the insolvency protection and its contact details, including its geographical address, and, where applicable, the name of the competent authority designated by the member State concerned for that purpose and its contact details.
4. The name, address, telephone number, e-mail address and, where applicable, the fax number of the organiser's local representative, of a contact point or of another service which enables the traveller to contact the organiser quickly and communicate with the organiser efficiently, to request assistance when the traveller is in difficulty or to complain about any lack of conformity perceived during the performance of the package.
5. Information that the traveller is required to communicate any lack of conformity which the traveller perceives during the performance of the package in accordance with regulation 15(3).
6. Where minors who are unaccompanied by a parent or another authorised person travel on the basis of a package travel contract which includes accommodation, information enabling direct contact by a parent or another authorised person with the minor or the person responsible for the minor at the minor's place of stay.
7. Information on available in-house complaint handling procedures and on alternative dispute resolution pursuant to [Directive 2013/11/EU](#) of the European Parliament and of the Council of 21 May 2013 on alternative dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and [Directive 2009/22/EC](#) (Directive on consumer ADR)(1) and, where applicable, on the alternative dispute resolution entity by which the trader is covered and on the online dispute resolution platform pursuant to Regulation (EU) No 524/2013 of the European Parliament and of the Council of 21 May 2013 on online dispute resolution for consumer disputes and amending Regulation (EC) No 2006/2004 and [Directive 2009/22/EC](#) (Regulation on consumer ODR)(2).
8. Information on the traveller's right to transfer the contract to another traveller in accordance with regulation 9.

---

(1) OJ L 165, 18.6.2013, p. 63.

(2) OJ L 165, 18.6.2013, p. 1.