

ACAVE TOUR OPERATORS DECALOGUE

ACAVE Tour Operators express their commitment to travellers and retailers, offering quality services when organising package travels and providing responses and solutions to the needs of retailers and of their clients, the travellers, in order to facilitate and give value to the work of travel agencies.

ACAVE Tour Operators are experts in destinations and they are specialized in the products they offer, they contract with suppliers that offer guarantees and they provide security.

ACAVE Tour Operators respond directly before retailers and travellers.

For all these reasons, **ACAVE Tour Operators express their commitment to the following DECALOGUE:**

1. Keep in force the financial guarantees for package travels legally required for the exercise of their activity, as well as a Civil Liability insurance that covers appropriately the risks arising from its activity.
2. Publish package travel offers that comply with consumer and package travel regulations, showing, at all times, the final price.
3. Send to retailers all the legally required pre-contractual information for package travels, with the aim that they can pass it on to travellers.
4. Send the package travel contract duly filled in to the retailers with the aim that they can deliver it to the travellers.
5. If there is a significant alteration of the package travel before the departure or if there is an alteration of the price exceeding the 8% of the total price of the package, always offer to the traveller the possibility of choosing between accepting the change or terminating the contract without paying a termination fee.
6. In the event of cancellation of the trip before the departure, provided that, according to current regulations, the traveller is entitled to a refund, either in whole or in part, make the refund within a maximum period of 14 days.
7. During the trip, always have a contact point that always enables the traveller and the retailer to contact quickly and efficiently, in order to request assistance in case of difficulties or to notify a lack of conformity with the contracted services.
8. If there is any lack of conformity during the performance of the contracted travel services that are part of the package travel, always respond before the travellers and the retailers and offer them the corresponding solutions.
9. Respond without undue delay to the requests from retailers and travellers and in to the claims, if there are any, respecting in all cases the maximum deadline of 1 month.
10. Always act under the principles of diligence and professional ethics and respecting current regulations.

