

Standard information form for travel contracts.

The services offered to you constitute a tourist event within the meaning of the Act on the Protection of Consumers and Users and other supplementary regulations, approved by the Royal Legislative Decree 1/2007 of November 16.

Accordingly, you have all the rights that apply in the European Union in the field of travel. Motofiesta.eu will be fully responsible for the proper implementation of the tourist event in its entirety.

In addition, as required by law, Motofiesta.eu is covered by a guarantee of reimbursement of payments made and, if the transport is included in the trip, of ensuring the return to the country in the event of insolvency.

More information about your rights under the amended text of the General Consumer and User Protection Act and other supplementary laws, approved by the Royal Legislative Decree 1/2007 of November 16, can be found at the following link:

<https://www.boe.es/eli/es/rdlg/2007/11/16/1/con>

Upon clicking on the hyperlink, the traveller will receive the following information:

Main rights resulting from the consolidated text of the General Act on the Protection of Consumers and Users and other supplementary laws, approved by the Royal Legislative Decree 1/2007 of November 16:

- Before concluding the contract, travellers will receive all the necessary information about the trip.
- At least one organizer will be responsible for the proper performance of all services included in the trip travel contract.
- Travelers will be given a telephone number or details of a point at which they can contact the organizer.
- Travelers may transfer their travel to another person in good time and, where appropriate, against payment of additional costs.
- The trip price may only be increased for certain expenses (e.g. fuel prices) and this is expressly stated in the contract, and in no case may it be increased during the 20 days prior to the start of the trip. If the price increase exceeds 8% of the price of the trip, the traveler may terminate the contract. If the trip contract provides for the possibility of increasing the price, the traveller is entitled to a price reduction corresponding to the cost reduction that occurred after the conclusion of the contract and before the start of the trip.
- Travelers will be able to terminate the contract without incurring any penalty and get a full refund of all payments made if any essential element of the trip, other than the price, is significantly changed. If the trader responsible for the trip cancels it before the trip has started, travellers are entitled to a refund and, where appropriate, compensation.
- Travelers may terminate the contract before the start of the trip without penalty in exceptional circumstances, for example where there are serious security problems at the destination which might affect the trip.

- In addition, travellers may terminate the contract at any time before the start of the trip by paying an appropriate and reasonable termination penalty.
- If, after the start of the trip, it is not possible to borrow essential elements of the trip, the traveller must be offered suitable alternative formulas at no extra cost. Travelers may terminate the contract without incurring any penalty in the event of non-performance of the service, where this substantially affects the performance of the trip and the organizer or, where applicable, the retailer cannot remedy the problem.
- Travelers will also be entitled to a price reduction and/or compensation for damages in the event of non-performance or improper performance of the travel services.
- The organizer must provide the traveller with assistance in the event of difficulties.
- If the organizer or seller becomes insolvent, the amount paid will be refunded. In the event that the organizer or, where applicable, the retailer becomes insolvent after the commencement of the trip, which includes transport, the traveller's return to the country will be ensured. Motofiesta.eu has entered into a guarantee of protection against the insolvency of AXA Seguros Generales, S.A. In the event of refusal to provide services due to the insolvency of Motofiesta.eu, travelers may contact the said entity or, where applicable, the competent authority, insurance agent Darryl Lopez Rey, C / Monsenor Palmer, 1. 07014 Palma, +34 680 826 803, darryl.lopez @ agencia.axa.es.

The text of the General Law on the Protection of Consumers and Users and other supplementary laws, approved by the Royal Legislative Decree 1/2007 of November 16: <https://www.boe.es/eli/es/rdlg/2007/11/16/1/con>