Standart information form (Hotel Only)

If you book additional travel services for your trip or holiday via our call centre or the Luxair or Luxairtours websites, you will NOT benefit from rights applying to packages under Directive (EU) 2015/2302.

Therefore, Luxair S.A. 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 Luxair S.A., those travel services will become part of a linked travel arrangement. In that case Luxair S.A. has, as required by EU law, protection in place to refund your payments to Luxair S.A. for services not performed because of Luxair S.A. insolvency, and, where necessary, for your repatriation. Please note that this does not provide a refund in the event of the insolvency of the relevant service provider.

Luxair S.A. has taken out insolvency protection with the Banque et Caisse d'Epargne de l'Etat, Luxembourg (BCEE).

Travellers may contact this entity or, where applicable, the competent authority (Ministère de l'Economie, Direction générale PME, 19-21 Boulevard Royal L-2449 Luxembourg, tel. (+352) 247 74 700, email: travel@eco.etat.lu) if the services are denied because of Luxair S.A. insolvency.

Note: This insolvency protection does not cover contracts with parties other than Luxair S.A., which can be performed despite Luxair S.A. insolvency.

Website on which (EU) directive 2015/2302 transposed into national law can be consulted:

http://data.legilux.public.lu/eli/etat/leg/loi/2018/04/25/a308/jo.

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