

SCHEDULE 5

Information to be provided in the package travel contract

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).

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

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