

TERMS & CONDITIONS

1. Connex Marketing GmbH (hereinafter referred to as Connex), located at Dr. Schauer-Str. 26, A-4600 Wels, is the publisher of the holiday plus hotel voucher programme. The holiday plus programme is operated, maintained and distributed in the UK and Ireland as well as in selected other countries by Connex UK & Ireland Ltd., located at Chancton House, The Wharf, Midhurst, West Sussex, GU29 9PX and registered in England No. 5855683. holiday Plus EXPERIENCE entitles the voucher holder to one hotel stay (1 or 2 nights up to 6 nights) for 2 people in a double/twin room in a partner hotel. The hotel voucher pays for the accommodation. Travel and local taxes as well as other local charges are not included in the hotel voucher. In addition, the hotel voucher may include a meal voucher to pay for breakfast and dinner.
2. Only the voucher code is relevant for checking the validity of the hotel voucher. The voucher code remains valid until the specified expiry date.
3. The voucher holder is obliged to book and pay for breakfast and dinner for 2 people for the duration of the hotel voucher stay. The holder of the hotel voucher is also obliged to pay for breakfast and dinner in the event of partial or non-utilisation of breakfast and/or dinner. The corresponding prices are listed on our website for each hotel.

If the hotel voucher includes a meal voucher, the costs for breakfast and dinner can be paid for with the meal voucher. The meal voucher cannot be redeemed for cash. The meal voucher can only be redeemed once in full, there will be no refund of partial amounts. Due to price adjustments by the hotels, it is possible that the meal voucher does not fully cover the costs for breakfast and dinner. In this case, the difference must be paid by the voucher holder directly to the hotel.

4. The partner hotels currently available are presented on our website. Connex is entitled to change the hotel portfolio, to remove existing partner hotels from the programme permanently or temporarily (e.g. due to high booking occupancy) and to include new partner hotels. The voucher holder has no claim to an individual partner hotel remaining in the hotel programme during the period of validity of the hotel voucher or to accommodation in an existing partner hotel.
5. The booking request is made directly with the respective partner hotel itself. A booking request can be made, at the earliest, six weeks before the arrival date. If a booking request is made at an earlier point in time, it is at the discretion of the partner hotel to process the request immediately or to defer it. The accommodation contract arises directly between the voucher holder and the hotel. In accordance with the practices of the hotel industry, the hotel may require the provision of a credit card, a deposit or full payment to secure the booking.
6. A minimum of 1 or 2 nights up to a maximum 6 nights for two people in a double or twin room can be booked with one holiday plus EXPERIENCE Voucher. For each hotel, the minimum and maximum length of the stay with holiday plus EXPERIENCE is shown on our website. This is subject to change. Stays for longer than the maximum length of stay permitted with hotel vouchers must be paid for at the regular hotel rate. It is at the discretion of the individual hotels to accept payment for more than 6 nights with hotel vouchers. In principle, only one booking per hotel is possible in the specified validity period. It is also at the discretion of the individual hotels to accept multiple bookings.
7. Whether booking via our website or by telephone, the voucher holder is obliged to inform the hotel that he/she wishes to book the room with a holiday plus hotel voucher, otherwise the voucher holder has no right to redeem the hotel voucher for the requested date. When making the booking via telephone, the voucher code and the expiry date must be shared with the hotel.
8. All bookings are dependent on the number of available rooms at the hotel. Hotels make their room capacities available to different tour operators. It is therefore possible that the capacities of one tour operator are already exhausted, while rooms can still be booked by another. Likewise, the booking situation in a hotel can change constantly, so that the hotel can be fully booked at the time of a request, but a few days later, e.g. due to cancellations, free rooms are available again. Accordingly, no booking is guaranteed on a specific date or in a specific hotel.
9. A booking is only guaranteed if the hotel confirms the booking request in writing.
10. The voucher holder is obliged to hand in the hotel voucher, together with the booking confirmation, upon arrival at the hotel. Only valid vouchers will be accepted by the hotel. The hotel checks the voucher codes for validity and voids them upon arrival at the hotel. Hotel vouchers cannot be duplicated.

11. The hotel information and description on this website is based on the information provided by the hotels. The hotel is responsible for the contents and correctness of the information. Connex cannot be held responsible for any incorrect information shown on this website. Changes in the offer of the hotels and the terms under which hotels offer their rooms are possible. The voucher holder is therefore responsible to check the existing and up to date terms prior to booking the hotel stay.
12. Since an accommodation contract is concluded directly between the voucher holder/guest and the hotel, Connex or an agent cannot be held responsible for wrong, non-performed and untimely services provided by the hotel. The guest can only make cancellation and any sort of compensation requests against the hotel. Any claims against Connex or an agent will expire 6 months after the end of the voucher validity and are limited to the purchase price paid to Connex for the hotel voucher.
13. If the voucher holder received a confirmed booking request, he/she must fulfil the booking. A cancellation of an already confirmed booking is generally not possible. Upon non arrival (without informing the hotel), the hotel voucher will be null and void and can no longer be redeemed. Confirmed bookings, extension days and accompanying persons, cancellation costs will be charged in accordance with the cancellation terms of the chosen and booked hotel.
14. When purchasing hotel vouchers from third parties, it is the buyer's responsibility to check the validity of the voucher codes. Connex accepts no responsibility for the purchase of non-valid voucher codes in such cases. The hotel vouchers may not be offered for resale and will lose their validity in the event of resale.
15. Voucher codes can only be used and cannot be redeemed for cash. Connex accepts no liability in the event of loss or theft of the hotel vouchers.
16. The holder of the hotel voucher agrees that the personal information provided as part of the booking process may be processed electronically by Connex for the purposes of processing the booking and passed on to the hotel and to other associated companies that perform processing.
17. Should individual provisions of these terms of validity be or become ineffective or should there be a gap requiring regulation, the remaining points shall remain valid and in force. The ineffective points are to be replaced by those that come closest to the intended effect. Validity provisions are subject to change. The current version of the terms of validity can be found on the website indicated on the product.

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