



## TERMS AND CONDITIONS

1. Connex Marketing GmbH ("Connex"), located at Dr. Schauer Str. 26, A-4600 Wels, Austria developed, implemented, operates and maintains the HOTELBOX hotel voucher programme ("HOTELBOX"). The HOTELBOX programme is operated and maintained in the UK and Ireland as well as in selected other countries by Connex UK & Ireland Ltd., located at Stronsay, Beacon Crescent, Hindhead, Surrey, GU26 6UG and registered in England No. 5855683. HOTELBOX entitles 2 people to 1 or 2 nights accommodation in a double/twin room in a partner hotel. The HOTELBOX is used to pay for the accommodation. HOTELBOX does not cover the cost of travel, local taxes or other local charges. The meal voucher can be used to pay for breakfast and dinner, which is mandatory.
2. HOTELBOX will remain valid until the specified date. The expiry date of the HOTELBOX can be checked at [www.hotelbox.co.uk/booking](http://www.hotelbox.co.uk/booking).
3. The person using the HOTELBOX is obliged to book and pay for breakfast and dinner for 2 people for the duration of the HOTELBOX stay, this can be paid for using the Meal Voucher that is included within the HOTELBOX. Even in the event that breakfast and/or dinner are not taken, or only some of them are taken, the user of the HOTELBOX is obliged to pay for the breakfast and dinner. The relevant prices are shown online for each hotel. The meal voucher has no cash redemption value. The meal voucher can be redeemed once only in full; there will be no refund of partial amounts. Should the Breakfast and Dinner be more than the value of the meal voucher, the user is to pay the difference directly to the hotel.
4. The partner hotels that are currently available for selection are listed online at [www.hotelbox.co.uk](http://www.hotelbox.co.uk) Connex is entitled to change the selection of hotels, to permanently or temporarily remove existing partner hotels from the programme (e.g. due to high booking occupancy), and to include new partner hotels. Users of the HOTELBOX have no right to insist that a specific partner hotel is included in the hotel programme during the period of validity of the HOTELBOX, nor do they have an automatic right to accommodation in an existing partner hotel.
5. The earliest point at which a booking request can be made is six weeks before the date of arrival. If a booking request is made any earlier than this, it is at the discretion of the partner hotel whether to process the request immediately or to place it on hold. The accommodation contract is concluded directly between the user of the HOTELBOX and the hotel. In accordance with standard hotel industry practices, the hotel may require a credit card or a deposit in order to secure the booking.
6. In respect of each hotel, HOTELBOX can be used to book a stay for 2 people in a double/twin room for 1 or 2 nights. For each hotel, the minimum and maximum length of stay when using HOTELBOX is specified at [www.hotelbox.co.uk/booking](http://www.hotelbox.co.uk/booking). Additional nights can be requested directly with the hotel, the hotel with advise of rates at the time of enquiry.
7. All booking requests should be made via the HOTELBOX website. Should you not receive a reply from your chosen hotel within 48 hours, please contact us at [customerservices@connexgroup.net](mailto:customerservices@connexgroup.net) and we will assist with your enquiry.
8. All bookings are subject to the number of available rooms in the hotel. Hotels can make different quantities of rooms available to different travel operators. It is therefore possible that one travel operator has already exhausted its capacity, while another operator is still able to book rooms. Similarly, the number of bookings in a hotel can change constantly. It may therefore be the case that the hotel is fully booked at the time an enquiry is made, but rooms then become free a few days later, for example as a result of cancellations. Booking availability cannot therefore be guaranteed on a specific date or in a specific hotel.
9. A reservation is only guaranteed once you have received a booking confirmation from your chosen hotel.
10. The user is obliged to present the booking confirmation and HOTELBOX voucher upon arriving at the hotel. The hotel will check the HOTELBOX voucher codes to ensure they are valid and then mark them as used upon arrival at the hotel. Hotel vouchers may not be duplicated.
11. The information about terms and conditions, hotel descriptions, etc. on the is based on the information that has been provided by the hotels. The hotel remains liable for the content and accuracy of the information provided. Connex is not liable for any errors. It is possible that changes will be made to the range of hotels available and the terms and conditions under which hotels offer their rooms. The user is therefore obliged to check which terms and conditions are valid at the time of making a booking.



12. Since the accommodation contract is concluded between the guest and the hotel, Connex and/or its sub-agent are not liable for any services offered by the hotel that are provided incorrectly, not provided at all or provided at the wrong time. Any claims made by the guest for cancellation, diminishment or compensation for damages must be made against the hotel. Any claims against Connex or its sub-agent shall expire 6 months after the end of the expiry date and shall be limited to the purchase price paid to Connex or its sub-agent for the HOTELBOX.
13. If the user has confirmed a booking with a hotel, this booking is binding. It is not normally possible to cancel a confirmed booking. In the event that the user does not check in, the voucher will expire. With regard to confirmed booking, any cancellation costs will be charged in accordance with the terms and conditions for cancellation of the respective hotel.
14. When purchasing HOTELBOX from third parties, it is the sole responsibility of the purchaser to check the expiry date of the HOTELBOX voucher codes. In the event of invalid voucher codes being purchased, Connex does not accept any responsibility in this regard. The HOTELBOX hotel vouchers may not be offered for resale; in the event of a resale, they become invalid.
15. The voucher code must be redeemed within 12 months. This time period when the HOTELBOX is purchased. The HOTELBOX voucher codes can only be used once and they cannot be exchanged for cash. Connex cannot assume liability in the event of loss or theft of the hotel vouchers.
16. The user agrees that their personal data, which is provided within the framework of execution of the contract, may be processed electronically by Connex for the purpose of handling the booking and may be passed on to the hotel and to affiliated companies entrusted with processing of the data.
17. Should any individual provisions in these terms and conditions be or become invalid, or should there be any loophole requiring regulation, the remaining provisions shall remain valid and in force. The ineffective provisions are to be replaced by ones that come as close as possible to the intended effect of the original. These terms and conditions are subject to change. The current version of the terms and conditions is available at [www.hotelbox.co.uk/booking](http://www.hotelbox.co.uk/booking).
18. The redemption of vouchers under the HOTELBOX Hotel Voucher Programme is subject to English law and jurisdiction. In the event of legal proceedings, Connex reserves the right to use electronic evidence.
19. In deviation from the above-mentioned provisions, the terms and conditions for special offers can be found stated alongside the respective offer. Liability and cancellation terms and conditions of the respective provider shall apply.