

Terms and Conditions

1. Connex Marketing GmbH (hereinafter Connex), Dr.-Schauer-Str. 26, A-4600 Wels, is the issuer of the holiday plus hotel vouchers. The holiday plus hotel voucher entitles 2 people to 1 overnight stay in a double room in a holiday plus affiliated hotel. The overnight stay is paid for with the holiday plus hotel voucher. Local taxes and any other local charges are not included in the holiday plus hotel voucher.
2. The currently available holiday plus affiliated hotels are presented on the Internet at www.holiday-plus.net. Connex has the right to change the hotel offer, and to take existing affiliated hotels out of the programme either permanently or temporarily (e.g. due to high demand) and to include new affiliated hotels.
3. Two people can redeem from 1 to max. 6 hotel vouchers per hotel. For each hotel, the minimum and maximum duration of stay with holiday plus hotel vouchers is indicated at www.holiday-plus.net. These limits can change. If a person does not possess the required number of holiday plus hotel vouchers, he or she must pay for the additional nights at the regular hotel price, including breakfast and evening meal, directly at the hotel in question. For stays exceeding the maximum length of stay with holiday plus hotel vouchers, the remaining nights must be paid for at the regular hotel price. Individual hotels may accept payment of more than 6 nights with the holiday plus hotel voucher at their own discretion. In principle, only one booking per hotel is possible in the stated validity period. Individual hotels may also accept more than one booking at their own discretion.
4. The user of the holiday plus hotel vouchers is under obligation to make the hotel booking for 2 people including breakfast and evening meal per person per night. The cost of breakfast and evening meal is not included in the hotel voucher and must be paid directly at the respective hotel. Even in the case of partial or non-use of the breakfast and/or dinner, the user of the holiday plus hotel vouchers will be obliged to pay for the booked meals. The corresponding prices are given on the Internet for each hotel. Individual hotels also offer other consumption booking possibilities. This is indicated for each hotel and forms the basis for the booking made.
5. A booking must be made by the user directly with the affiliated hotel in question. In principle, a booking enquiry can only be made at the earliest six weeks before the desired date. If the booking enquiry is made at an earlier date, it is at the affiliated hotel's discretion whether it processes the enquiry immediately or postpones it. The accommodation agreement exists directly between the user and the hotel. In accordance with current hotel-industry practices, the hotel may demand credit-card details or a down payment for the meals booked.
6. Both in the case of telephone bookings, and e-mail or other written bookings, the user must inform the hotel that s/he wishes to book the room with a holiday plus hotel voucher, as otherwise the user is not entitled to redeem the holiday plus hotel voucher at the time of the booked stay. At the time of booking, the user must specify the voucher number and validity date.
7. All bookings are dependent on the number of empty rooms available to the hotel. Hotels make their room capacities available to different travel agents. It is therefore possible that capacity is already exhausted with one travel agent, while rooms can still be booked with another. In the same way, the booking situation in a hotel can change from moment to moment, so that the hotel can be fully booked at the time of enquiry, but rooms are again available a few days later, for example because of cancellations. Accordingly, Connex does not guarantee any booking for a specific date or a specific hotel.
8. A reservation is only guaranteed when the hotel confirms the reservation in writing.
9. Information about prices, conditions, hotel descriptions etc. are based on the information supplied by the hotels. The hotels are responsible for the contents and accuracy of the information. Connex does not take any responsibility for printing errors. Changes are possible to the hotels' offer and to the conditions under which they offer their rooms. It is therefore the user's duty to enquire about current prices and conditions at the time of booking.
10. Since an accommodation agreement is entered into between the guest and the hotel, Connex, as the intermediary, is not responsible for inadequate, unfulfilled or untimely service on the part of the hotel. Claims regarding alterations to the agreement, price reductions and compensation can only be made by the guest against the hotel. Any claims against Connex shall lapse 6 months after the end of the voucher's validity and are limited to the hotel voucher price paid to Connex.

11. If the user has booked with an affiliated hotel, s/he must fulfil the booking. Should the user cancel the booking or not make use of it for the full time, the hotel has the right to invoice the user for up to 100% (Germany 80%) of the agreed meal booking for the respective days cancelled. With regard to firmly booked extension days and additional guests, the settlement of cancellation fees shall be effected in accordance with the cancellation policy of the hotel in question.
12. The hotel vouchers shall retain their validity up to the date given on the voucher and can only be redeemed within this date. There is no recourse for hotel vouchers that were not redeemed within the validity period. The hotel vouchers can only be used once and cannot be redeemed for cash. Connex accepts no responsibility for the loss of hotel vouchers.
13. The user agrees to his/her personal data that becomes known in the context of the transaction process being electronically processed by Connex and circulated to the hotel as well as to companies connected with the transaction and to which it is entrusted.
14. If an individual clause of these validity provisions is or becomes invalid, or if a loophole exists that requires regularisation, all other remaining clauses shall remain in full force and effect. The invalid clauses shall be replaced by such clauses as best achieve the desired effect.
15. Redemption of the holiday plus hotel vouchers is governed by Austrian law and jurisdiction. The place of jurisdiction is Wels. In case of legal dispute, Connex reserves the right to use electronic evidence.

05/2013