

Terms and Conditions

1. Connex Marketing GmbH ("Connex"), located at Dr. Schauer Str. 26, A-4600 Wels, Austria developed, implemented, operates and maintains the holiday plus UNLIMITED hotel voucher programme ("holiday plus UNLIMITED"). The holiday plus UNLIMITED programme is operated and maintained in the UK and Ireland as well as in selected other countries by Connex UK & Ireland Ltd., located at 3 Southernhay West, Exeter, Devon, EX1 1JG and registered in England No. 5855683. The holiday plus UNLIMITED programme entitles two people (you, as the person entitled to make the holiday plus UNLIMITED reservations and one additional person) to unlimited hotel stays during the validity period of the holiday plus UNLIMITED programme. The accommodation at the hotels is paid for using the hotel vouchers that are available through the holiday plus UNLIMITED programme. Taxes and any other applicable local costs are not included.
2. This website includes all the hotels participating in the holiday plus UNLIMITED programme. Connex is entitled to change the portfolio of participating hotels from time to time, to eliminate existing hotels from and add new hotels to the programme. As a result, you as the person entitled to make the holiday plus UNLIMITED reservations have no entitlement to book a specific hotel if the requested hotel no longer participates in the holiday plus UNLIMITED programme.
3. You as the person entitled to make holiday plus UNLIMITED reservations are entitled to use the holiday plus UNLIMITED hotel programme.
4. You as the person entitled to make holiday plus UNLIMITED reservations can book a minimum of one/ two night/s up to a maximum of six nights, using hotel vouchers, with each hotel participating in the holiday plus UNLIMITED programme. Each hotel listed under this website will show the minimum and maximum nights available for you as the person entitled to make holiday plus UNLIMITED reservations. The duration of the stay available per hotel can change from time to time. In case you as the person entitled to make holiday plus UNLIMITED reservations want to extend your stay over the indicated maximum stay of the hotel, would have to pay the regular hotel rate for each additional night at the hotel. You are entitled to one stay (1 or 2 – 6 nights) using the hotel voucher/s at each hotel listed in the holiday plus UNLIMITED programme during your holiday plus UNLIMITED programme validity period. The hotel however at its own discretion can accept more than one booking from the same member.
5. You as the person entitled to make holiday plus UNLIMITED reservations have to book the accommodation directly with the hotel including breakfast and dinner for two persons. The holiday plus UNLIMITED vouchers will pay for the hotel accommodation. The cost of breakfast and dinner are not included and will be paid by you directly to the hotel. You will still be required to pay for breakfast and dinner during your stay even in the unlikely event that you do not actually consume the breakfast and dinner. The cost of breakfast and dinner are described for each hotel within this website. Some hotels may offer additional services, which will be described in the hotel description under this website. These additional services may be a condition for booking the accommodation.
6. Booking the accommodation will be done by you, as the person entitled to make holiday plus UNLIMITED reservations, either online on this website or directly with the hotel. The booking can be made at the earliest 6 weeks prior to the arrival date. It is subject to the approval of the hotel to accept earlier booking requests. The booking is an agreement between you and the hotel. In order to secure the booking for you, the hotel may ask for your credit card details. Credit card details may also be asked for in order to secure breakfast and dinner payment through you.
7. You, as the person entitled to make holiday plus UNLIMITED reservations, have to inform the hotel at the time of booking, either via e-mail and/ or via telephone that you want to book the accommodation using holiday plus hotel vouchers. You have to provide the hotel with the holiday plus UNLIMITED number and the expiry date hereof.
8. All bookings are subject to availability at the hotel. The hotels might offer their inventory to tour operators. As a result, the hotel may no longer have available inventory for you due to a strong demand through the respective tour operators. On the other hand, the hotel will in most cases have enough inventory not only to satisfy the demand of the tour operator, but also to

accommodate you. The booking situation can change on a daily basis, if you found there was nothing available on a particular date, a few days later you might get the accommodation originally requested due to e.g. no shows. As a result, Connex cannot guarantee a particular booking date and hotel.

9. The booking is only valid with a written booking confirmation from the hotel.
10. Prices, terms and conditions, hotel descriptions on this website are based on the information provided through the hotels. The hotel is fully liable for the information provided to Connex. The hotel can from time to time change the prices, terms and conditions and the description of the hotel offered. It is therefore in your interest to confirm prices, the terms and conditions and the hotel description at the time of booking with the hotel.
11. As the booking will be done directly between the hotel and you, Connex cannot be held liable for anything promised and not delivered to you. Any claims related to the hotel have to be directed to the hotel. Any claims against Connex, lapse 6 months after the validity of the holiday plus UNLIMITED term expires and are limited to an amount equivalent to the holiday plus UNLIMITED programme fee paid to Connex.
12. As soon as you have booked a hotel through the holiday plus UNLIMITED programme, and as soon as you have received the booking confirmation from the hotel, you agree to stay at the hotel. In case you cancel the pre booked visit or stay for only part of the pre booked visit, the hotel has the right to charge up to 100% (in Germany up to 80%) of breakfast and dinner for the duration of the pre booked visit. Any cancellations of confirmed bookings for extensions and additional guests are subject to the cancellation policy of the respective hotel.
13. The benefits provided to you as the person entitled to make holiday plus UNLIMITED reservations through the holiday plus UNLIMITED programme can only be used during the validity of the holiday plus UNLIMITED programme. You cannot claim for compensation if you have not used the benefits during this time.
14. It is the sole responsibility of you, as the person entitled of making holiday plus UNLIMITED reservations to check the validity of the holiday plus UNLIMITED number, in case the holiday plus UNLIMITED programme was received through a third party or a retailer, Connex will not be held liable for any holiday plus UNLIMITED numbers that have not been activated and/or are not valid.
15. You, as the person entitled to make holiday plus UNLIMITED reservations, agree that Connex can use the personal data provided by you to Connex, in order to electronically process that data through Connex and/or any trusted third party company and forward the information to the hotel.
16. In case that some of the points and/ or part of the terms and conditions do become invalid, the remainder of the terms and conditions will remain valid. The invalid points and/ or part of the terms and conditions will be replaced with valid points and/ or parts thereafter.
17. These terms and conditions and the holiday plus UNLIMITED shall be governed by the laws of England. Connex will use electronic proof in case of any legal dispute.

03/2013