

TERMS & CONDITIONS

1. Connex Marketing GmbH (hereinafter Connex), Dr.-Schauer-Str. 26, A-4600 Wels, is the issuer of the hotel vouchers. A hotel voucher entitles two people to use a double room for a defined number of nights (incl. breakfast) in one of the available hotels. The exact service content can be found on the hotel voucher or online after entering your voucher code on the website listed on the product.

In addition, the hotel voucher may include a value voucher which can be redeemed at the booked hotel during the voucher stay and which can be offset against restaurant and hotel services defined by the hotel. The value voucher cannot be redeemed in cash or credited.

2. Until the end of the validity period, only one hotel voucher may be used by the holder of the hotel voucher and the accompanying person or per family in the same hotel. A combining of hotel vouchers, i.e. the redemption of several hotel vouchers in the same hotel in successive intervals, as well as the use in the context of seminars or group trips is not permitted.
3. Only the voucher code is relevant for checking the validity of the hotel voucher. The voucher code remains valid until the specified date. You will find the validity on the website indicated on the product after entering your voucher code. There is a one-time exchange option for voucher codes that have not been redeemed within the validity period - chargeable. Connex offers a one-time exchange to the current edition with a new validity period of 18 months within 1 year after expiry. The new voucher code will be sent by e-mail. A further exchange is not possible. You can make the exchange online on the website indicated on the product or via the Connex customer service centre (laufzeit@connexservice.com).
4. Travel and local taxes and other local charges are not included in the hotel voucher.
5. An extension of the stay is possible at the respective valid room rate and must be noted when making the reservation.
6. In case of cancellation the booking or no-show at the hotel, the hotel voucher will be expired. All fixed booked hotel services, extension days and accompanying persons, the cancellation conditions of the particular hotel apply. A postponement of the booked stay is only possible in the same hotel under consideration of the terms and conditions of the respective hotel. Connex will charge a handling fee of € 25,- per booking for processing the rescheduling. The new arrival date must be within the period of validity of the hotel voucher.
7. 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 an 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.
8. Connex is entitled to exchange one hotel for another listed hotel, add other hotels to the offer or remove hotels without notice.

Connex reserves the right to replace this hotel voucher with a new one, in particular if a reservation on the desired date or in the desired hotel is impossible due to a special reservation situation.

9. The range of hotels on offer at the time of the booking request is shown on the website indicated on the product.
10. Details of prices, conditions, hotel services etc. given in the hotel catalogue and on the website indicated on the product are based on information provided by the hotels. Responsibility for the content and accuracy of the

CONNEX MARKETING GMBH

A-4600 Wels, Dr.-Schauer-Str. 26

DVR 0820482, Firmenbuch: Landesgericht Wels, FN 135472 z, UID-Nr.: ATU 66574334

information lies with the hotel. In particular, Connex shall not be liable for the prices stated and for printing errors. Due to the long lifetime of the vouchers, the range of hotels and the conditions under which hotels offer their rooms are subject to alteration.

11. Since an accommodation contract is concluded directly between the guest and the hotel, Connex or sub-agent as agent is not responsible for defective, non-performed and untimely services of the hotel. The guest can only make claims for cancellation, reduction and compensation against the hotel. Any claims against Connex/sub-agent expire 6 months after the end of the voucher validity and are limited to the purchase price paid to Connex/sub-agent for the hotel voucher.
12. When purchasing hotel vouchers from third parties, it is the buyer's responsibility alone 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.
13. This hotel voucher cannot be redeemed in cash. Connex accepts no liability in the event of loss or theft of the hotel voucher.
14. The reservation can only be made online on the website listed on the product. After clarification of the desired travel date, the stay is booked. A credit against already existing bookings is not possible.
15. The holder of the hotel voucher agrees that the personal information provided as part of the performance of this contract 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.
16. If individual clauses of these validity conditions are or become invalid or if a loophole exists which must be closed, the remaining points shall remain valid and unaffected. The invalid points must be replaced with points which reflect the desired effect as closely as possible. Terms and conditions are subject to change. The current terms and conditions can be found on the website listed on the product.
17. Redemption of the Hotel Voucher is subject to Austrian law and Austrian jurisdiction. The court of jurisdiction shall be Wels. Connex reserves the right to make use of electronic evidence in the event of a legal dispute

07/2021
HS