

Terms and conditions

1. The welcome plus hotel voucher entitles 2 people to an overnight stay in a double room and includes the services of the booked package (e.g. breakfast, half board, etc.) in a welcome plus partner hotel. This one overnight stay is paid for using the welcome plus hotel voucher. The welcome plus hotel voucher is redeemable after a minimum stay of 2 nights.
2. The respective welcome plus partner hotels which are available to choose from can be seen on the internet on www.connexgroup.net/welcome. Connex Marketing GmbH is entitled to alter, to withdraw existing partners from and to admit new partner hotels to the hotel programme.
3. The booking with the welcome plus hotel voucher is made direct with the respective partner hotel. The booking is made at the prices and conditions offered to the market in general by the partner hotel. A contract of accommodation is made upon booking between the booker, i.e. the welcome plus voucher holder, and the hotel direct. In accordance with the existing conditions of the hotel sector the hotel can request a credit card number or a deposit for the booked package in order to secure the booking.
4. When booking the hotel, it should be mentioned that the booking is being made with a welcome plus hotel voucher and the voucher number and date of validity must be given. Without these details, the partner hotel can refuse to redeem the welcome plus hotel gift certificate.
5. All bookings are dependent on the number of rooms available in the hotel. Hotels make their room capacities available to different tour operators. It is therefore possible that one tour operator has filled its allocation to capacity while rooms can still be booked by another operator. Accordingly, Connex Marketing GmbH does not guarantee any booking at a specific date or at a specific hotel.
6. To redeem the welcome plus voucher it must be submitted to the hotel on arrival. The hotel has the option to request that the welcome plus hotel voucher be sent upon making the booking in order to secure the booking.
7. The details concerning prices, welcome services, conditions, hotel descriptions, etc. in the welcome plus hotel voucher and on the website are based on the details given by the hotel. The hotel is liable for the content and correctness of the details. Connex Marketing GmbH is not liable for printing errors. Alterations to the hotels' offers and conditions under which hotels offer their rooms may occur. The user is therefore obliged to find out the current applicable prices and conditions at the time of booking. The welcome bonus stated by the partner hotel in the welcome plus voucher can be changed by the partner hotel at any time. Partner hotels which do not state a welcome bonus do not guarantee to provide a welcome bonus.
8. As an accommodation contract exists between the guest and the hotel Connex Marketing GmbH shall not be liable for services which are deficient, not rendered and not timely. Claims for rescission, impairment and compensation can only be made by the guest against the hotel. Any claims against Connex Marketing GmbH shall lapse 6 months after the end of the voucher's validity and are limited by the price paid to Connex Marketing GmbH for the hotel voucher.
9. In the event of the cancellation of confirmed hotel bookings, no-show or premature departure, costs shall be calculated for the booked hotel stay or cancellation costs calculated in accordance with the cancellation conditions of the respective hotel.
10. The hotel voucher shall retain its validity until the date specified on the hotel gift certificate and cannot be redeemed after this date. There is no claim for compensation for hotel vouchers which have not been redeemed within the period of validity. The hotel voucher can be used only once and cannot be redeemed in cash. Connex Marketing GmbH will not assume any liability if the hotel voucher is lost.
11. In principle, only one welcome plus hotel voucher can be redeemed in one hotel by the redeemer of the welcome plus hotel voucher. If someone has or receives several welcome plus hotel vouchers over the course of time, he can redeem these in different hotels. The majority of hotels, however, accept the redemption of several hotel vouchers by one person for several hotel stays. This is at the discretion of the individual hotel.
12. The user agrees that his personal data which become known to Connex Marketing GmbH within the context of processing the transaction will be electronically processed and passed on to the hotel and to companies entrusted and associated with the processing.

13. Should individual provisions of these conditions of validity be or become invalid or should a loophole require regulation, the remaining provisions shall remain unaffected and valid. The ineffective points are to be replaced by such that are close to the intended effect.
14. The redemption of the welcome plus hotel voucher is subject to Austrian law and Austrian jurisdiction. Wels shall be the place of jurisdiction. In the event of a legal dispute Connex Marketing GmbH reserves the right to use electronic evidence.

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