

Provisions on the validity

1. Connex Marketing GmbH (hereinafter referred to as Connex), Dr.-Schauer-Str. 26, A-4600 Wels, is the issuer of the travel vouchers. Travel vouchers can be redeemed in the full amount towards a short break package or towards package air trips and cruises from the catalogues of the current tour operators with a duration of one week and more.
2. Short break packages include 2 nights for 2 persons in a double room including breakfast and voucher for restaurant and hotel services (amount depending on the offer by the respective hotel). In the booked hotel, the voucher will be credited against restaurant and hotel services on two days of the stay. This voucher cannot be cashed out or credited. One child can stay in the parents' room at a reduced room rate. The travel to the hotel and local taxes as well as other local charges shall not be included.

The short break packages that are available at the time of the booking request are shown on this website. Connex shall be entitled to replace a hotel with another listed hotel, to include further hotels in the offer or to delete hotels without announcement.

All stays shall be subject to the availability of rooms. Hotels make available their room capacities to different tour operators. Therefore it is possible that the capacities of one tour operator are already exhausted while it is still possible to book rooms from a different tour operator. It is also possible that the booking situation in a hotel constantly changes so that the hotel can be fully booked at the time of the request but that vacancies are available again a couple of days later, for example due to cancellations. Accordingly, Connex shall not guarantee a booking at a certain date or in a certain hotel.

Catalogue offers for package holidays shall mean the holiday offers shown by tour operators in their catalogues including flight, hotel stay and other services. Individual services (for example only flight, only hotel with meals) are no catalogue offers for package holidays.

3. The booking and redemption of the short break packages shall only be possible via the Connex customer service and reservation centre and cannot be made directly in the hotel. The booking and redemption of the catalogue offers for package holidays shall exclusively be possible by phone with the respectively current travel agency partner of Connex Marketing GmbH.
4. It is only possible to redeem one travel voucher amounting to € 100.00 and/or several travel vouchers with an overall value of up to € 100.00 per booking of a short break package or a catalogue offer for a package holiday. The booking of persons travelling together (family) shall be deemed as one booking if they stay in one room. This means that one travel voucher can be redeemed per room in the case of several rooms if an own booking is made for each room. The booking fee that is customary on the market shall be charged per booking.
5. The redemption of a travel voucher cannot be combined with special offers and other marketing activities and promotions. A crediting of the travel voucher against bookings already made shall not be possible.
6. Until the end of the validity, only one short break package in the same hotel may be booked by the holder of the travel voucher and the person accompanying them and/or per family. It shall not be allowed to add up travel vouchers, i.e. to book several short break packages in the same hotel in subsequent intervals and to use them within the framework of seminars or group travels.
7. In the case of cancellation of the booking or a no-show in the hotel, the travel voucher shall be forfeited. If a booking of a short break package that has been made and confirmed is cancelled up to 14 days prior to the start of the trip, a cancellation fee of 50% shall be charged. In the case of cancellation within 14–7 days prior to the start of the trip, a cancellation fee of 80% shall be charged, in the case of cancellation within 7–0 days prior to the start of the trip or a no-show, a cancellation fee of 100% shall be charged. The cancellation terms of the respective hotel shall apply with regard to fixed bookings for accompanying persons and extension days.

A postponement of the date 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 postponement. The new arrival date has to be within the period of validity of the hotel voucher.

8. As an accommodation contract is directly entered into between the guest and the hotel and/or the respectively current travel agency partner of Connex, Connex as intermediary shall not be liable for defective services of the hotel, services not performed or services not performed in time by the hotel. The guest may only assert claims for conversion, reduction and damages vis-à-vis the hotel and/or the respectively current travel agency partner of Connex.
9. The travel voucher cannot be cashed out. The travel voucher must not be resold by the recipient of the gift. Connex Marketing GmbH shall not assume any liability in the case of loss of the travel voucher.
10. The holder of the travel voucher agrees that their personal data to be notified within the framework of the performance of the contract will be electronically processed by Connex for handling the booking and will be forwarded to the hotel and the affiliated companies that are entrusted with the handling.
11. Travel vouchers will be issued by the company as gifts within the framework of marketing activities and will only be valid for redemption for a limited period of time. On principle, only completely paid travel vouchers shall be eligible for booking and redemption.

The period of validity is stated on the travel voucher. For checking the validity of the travel voucher, the travel voucher number shall be exclusively authoritative.

12. If individual provisions of these provisions on the validity are or become ineffective or if there is a gap that needs to be filled, the other regulations shall remain to be effective and valid. The ineffective regulations shall be replaced by such regulations that come as close as possible to the intended effect.
13. The redemption of the travel voucher shall be subject to Austrian laws and the Austrian jurisdiction. Wels shall be the place of jurisdiction. Connex reserves the right to make use of electronic evidence in the case of a dispute.

03/2020