

## Conditions for Reservations and Booking Services for the Europa-Park Rust Region

The reservation service acts as a booking agent. Contractual relations only exist between the accommodation establishment and the guest. The following conditions are applicable to reservations and bookings.

### 1. Services and Prices

The prices listed are final prices and include all extra costs, except possibly for spa taxes, if not stated otherwise. Supplementary agreements which offer additional services are only binding insofar as an express and separate declaration exists.

### 2. Registration and Payment

**2.1.** Registration is a binding offer for the closing of an accommodation contract with the accommodation establishment. Registration is effected by the guest and all other listed parties to the agreement. The accommodation contract comes into force for both parties on receipt of the confirmation of booking.

**2.2.** The guest must provide a bank account or credit card number to guarantee arrival. This data is a direct debit authorisation for the landlord in case of cancellation and non-arrival.

### 3. Cancellation

In your own best interest, all cancellations should be made in writing. Should the guest cancel a binding reservation or other booked services, then the accommodation establishment has the legal right to the full payment minus saved costs or other services not availed of

#### 3.1. Conditions of cancellation for individual bookings

The following cancellation rates apply to contractual parties to the Regio-Concept:

7-2 days before arrival	60%
1 day or by non-arrival	80% of the agreed payment.

#### 3.2. Conditions of cancellation for group bookings

For bookings of 5 or more room units or for 10 or more persons, conditions for group bookings apply as follows:

All cancellations or alterations to bookings must be made in writing, without exception.

A cancellation of the complete booking free of charge is possible up to 6 weeks before arrival.

A partial cancellation of up to 30% of the booking (by number of room units) free of charge is possible up to 4 weeks before arrival.

A partial cancellation of up to 2 room units free of charge is possible up to 48 hours before arrival.

Differing conditions are only valid if explicitly agreed in writing.

In the case of a complete cancellation after the stipulated period, FIT – Freiburg Incoming & Touristik reserves the right to charge a cancellation fee of EUR 25.00. This fee is due regardless of whether the hospitality provider charges a cancellation fee or not.

#### 3.3. No-Show (Guest does not show up)

For group bookings as well as for single travellers, the hotel or landlord is entitled to charge up to 80% of the booking price, if the object could not be leased out to a third party.

### 4. Cancelling a booking

For administration reasons, the reservation service (not the accommodation establishment) should be notified of any cancellation in writing in the interest of the guest. The reservation service recommends taking out an additional holiday-cancellation insurance policy.

### 5. Alterations to bookings

Any alterations, such as a change in the number of rooms, the number of travellers or cancellations, can be made at any time. Please observe the stipulated periods and applicable terms and conditions for your booking.

### 6. Liability

As the reservation service only acts as a booking agent, it is thus liable only for its own errors and those arising at booking; the accommodation establishment is solely responsible for providing the services booked.

### 7. Complaints

Insofar as irregularities occur, the guest should first lodge complaints with the provider concerned. Should the problem not be rectified, the guest should then notify the reservation service.