

General travel conditions

Please read! Our small print... because we want everything to work. ([German Version legally binding](#))

Dear Guest,

We wish you a pleasant stay in our Rattenfängerstadt. Clear rules can also contribute to this. Please read the terms and conditions carefully as your booking will accept these terms and conditions.

Conclusion of the travel contract with the registration, the customer offers to the Hameln marketing and Tourismus GmbH-hereinafter called organizers-the conclusion of a travel contract binding. The application can be made in writing, orally or by telephone. The applicant shall also be liable for all contractual obligations of the participants listed in the application, provided he has accepted this obligation by explicit, separate written declaration. The contract is concluded with the acceptance by the organizer. Acceptance does not require a specific form.

Payment of the travel price must be paid no later than one month before the arrival date against the delivery of the security certificate within the meaning of § 651 K para. 3 BGB. If the journey does not take longer than 24 hours, it does not include overnight stay and if the travel price does not exceed €76.50, the full travel price may be required without the handing out of a security certificate. The documents will be handed to the customer upon departure.

Services the scope of the contractual services derives from the description of the service in the prospectus and from the referring details in the confirmation of travel. Ancillary agreements which change the scope of the contractual service require an explicit confirmation. The information contained in the prospectus is binding on the organizer. However, the organizer expressly reserves the right to declare a change in the prospectus information, which is of course informed by the traveller prior to booking, for factual, substantial and unforeseeable reasons before the conclusion of the contract.

Changes in performance and price changes or deviations of individual travel services from the agreed content of the travel contract, which are necessary after the conclusion of the contract, and which have not been brought about by the organizer in a respectful and faith, are only permitted, insofar as the changes or deviations are not significant and do not affect the overall cut of the booked journey. The organizer is obligated to inform the customer immediately about performance disturbances or deviations. If necessary, it will offer the customer a free rebooking or a free withdrawal. Rescission by the customer, rebooking the customer can withdraw from the travel contract at any time before the start of the journey. The access to the cancellation declaration, which must be made in writing, is decisive for the organizer. In the event of a withdrawal by the customer or in the event of a reduction in the number of participants from a group booking, the organiser shall be entitled to the following lump sums, taking into account usually saved expenses and the usual possible other use of the services: – until the 29th day before the commencement of travel 20% of the – Between 28th and 15th day before travel 50% of the travel price. – Between 14th and 4th day before departure 70% of the travel price. – from the 3rd day before the start of the journey 80% of the travel price – and when the trip is not cancelled ("no-show") 100% of the travel price. If the customer can prove that the organizer has incurred no or less costs than the aforementioned cost lump sums, he is only obligated to pay the actual costs incurred. The organizer reserves the charge to calculate in individual cases a higher compensation, which is to be quantified to the customer in concrete terms. The non-commencement of the journey without an express declaration of resignation obliges the customer to the full payment of the travel price. If, at the customer's request, after booking the travel changes with regard to the dates of travel, accommodation or meals (rebooking), the organizer collects a transfer fee of 20.00 euros per change procedure until 31 days before the commencement of the journey. Subsequent rebooking requests from the customer require a withdrawal from the travel contract to the above conditions. This does not apply if only a small cost is incurred.

Insurance a travel cancellation insurance is not included in the travel price. It is advisable to complete such insurance when booking your trip. Travel expenses Insurance of the Hanse-Merkur

Remedy and cancellation the Traveller shall immediately notify the Organiser or the person responsible for the documents mentioned in the travel documentation and request the remedy. If the journey is significantly impaired due to a defect and the organizer or its representative does not provide any remedy within a reasonable period of time determined by the traveller, the traveller may terminate the contract in accordance with the legal provisions (§ 651e BGB). The determination of a time limit is not necessary if the remedy is impossible or is refused by the organizer or its representative or if the immediate termination of the contract is justified by a particular interest of the passenger. All claims, irrespective of the legal reason, shall be indicated by the traveller only after the end of the journey, within one month after the contractually agreed termination of the trip to the Organizer (see the address given below). A written assertion is strongly recommended.

Limitation of liability the contractual liability of the organizer for damages, the non-bodily damage is limited to the triple travel price, 1. As far as the damage of the traveller is neither intentional nor grossly negligent or 2. Insofar as the organizer is responsible for any damage caused to the traveller solely because of a fault of a service provider.

Invalidity of individual provisions if one of the above provisions should be or become ineffective, the remaining provisions remain valid and the validity of the travel contract remains unaffected.

Court of jurisdiction is Hameln.

Hameln Marketing and Tourismus GmbH – Tourist information

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