

Conditions for Hotel Bookings (HVB)

Valid for the event period from 2023, 2024 et seq.

Leipziger Messe GmbH (LM) Hotel Booking Conditions are valid for bookings made via the LM hotel portal, by email, by post or fax for the event period from 01 July 2023.

1. Contractual Relationship with LM

LM offers the possibility to book hotels via LM. LM is not responsible for any travel services and offers an agency service only. The respective hotel is the contractual partner for the accommodation booking.

Please note that accommodation descriptions published by LM are based on information provided by the hotels, and LM does not guarantee the accuracy or completeness of this information.

2. Booking

- a) LM will pass on your reservation to the relevant hotel as an intermediary on your behalf.
- b) This service is free of charge for the guest. It is prohibited to resell reservations or subcontract allocated rooms to third parties, in particular at higher prices. In the event of violations, LM reserves the right to cancel reservations. The transfer or sale of any claims against the hotel is also not permitted. In such cases, the hotel is entitled to cancel the booking.
- c) Hotel room offers are subject to availability at the time of placing the written order and subject to change by the service providers.
- d) Special requests (e.g. king-size bed, twin room) are non-binding requests only and will be considered according to availability.
- e) Please send us a guest list with the booking details (family name, first name, arrival date, departure date, room type) before the cancellation deadline according to paragraph 5b) expires.

3. Contract and Payment

- a) The contract for the booked hotel accommodation is concluded directly between you and the hotel selected by you with the reservation confirmation. You are to pay the room rate confirmed by LM directly upon arrival at the hotel. All claims and obligations arising from the accommodation contract, in particular any claims and obligations arising from §§ 651a et seq. of the German Civil Code (BGB), exist directly and exclusively between the person making the booking and the hotel booked.

b) The confirmation of your reservation for the respective hotel will be sent to you by email.

c) Credit card information:

The hotel requires your credit card details to confirm your booking.

4. Provision

The room you have booked will be available from 3.00 pm on the agreed day of arrival. On the agreed day of departure, the room must be vacated by 11.00 am at the latest.

5. Changes and Cancellations

a) For reasons of preservation of evidence, please only make changes or cancellations to your booking in writing. Send these directly to Leipziger Messe GmbH and not to the hotels you have booked:

Leipziger Messe GmbH
Hotel Reservation Team
Email: hotelreservation@leipziger-messe.de

b) Depending on the volume of your booking a cancellation free of charge can be made within the following deadlines:

> Bookings of up to 5 "room nights" <

Written cancellation is possible free of charge until **1 week** prior to the start of the event.

> Bookings from 6 "room nights" <

Written cancellation is possible free of charge until **2 weeks** prior to the start of the event. You can still cancel 50% of the booked "room nights" free of charge up to **1 week** prior to the start of the event.

> Bookings from 31 "room nights" <

Written cancellation is possible free of charge until **4 weeks** prior to the start of the event. You can still cancel 50% of the booked "room nights" free of charge up to **2 weeks** prior to the start of the event. Until **1 week** prior to the start of the event you can still cancel 25% of the booked "room nights"

"Room nights" = number of rooms booked x number of nights booked.

c) In case of late cancellation (so-called "Late Storno") or no-show without prior cancellation (so-called "No-Show"), the respective hotel reserves the right to charge you a maximum of 90% of the room rate for the period booked.

In this case, we will pass on the necessary data, including any credit card details, to the hotel concerned.

You will not be charged cancellation costs by the hotel if the event to which your booking arranged by Leipziger Messe relates has been cancelled by the organiser (Leipziger Messe or guest organiser) or if accommodation becomes inaccessible due to a legal or official ban on accommodation or due to other travel restrictions.

Please note that in the event of early departure (so-called Early checkout), the period booked must be paid for if the hotel is unable to resell the room at short notice.

d) Cancellation in case of an unknown sender

In order to prevent misuse of our free agency services and avoid unnecessarily burdening hotels with incorrect bookings, LM reserves the right to cancel a non-guaranteed reservation in individual cases if it is not possible for LM to confirm using the telephone number provided by the guest. In these cases, there is no entitlement to accommodation. The same applies where bookings have been made frequently in the past under the contact address given by the guest, for which the guest did not appear or if a query on the part of LM using these contact details continues to be unsuccessful. Guests have the option of making a guaranteed booking using their credit card number to protect themselves against cancellation by the hotel based on suspicion of an erroneous booking.

6. Hotel Categories and Hotel Information

- a) The standard international hotel classification by stars provides a non-binding indication of the hotel standard according to the German Hotel Classification (DEHOGA). The additional hotel information and descriptions are based on the hotels' own information.
- b) The assignment of individual hotels to a hotel category (**/ ***/ ****/***** stars) made by Leipziger Messe is based on a personal assessment after visiting the hotels and does not always correspond to the classification according to DEHOGA or the categories advertised by the hotels themselves.

7. Liability

LM is exclusively liable for accurate information, advice and booking processing within the framework of the agency agreement. LM is not liable for the services provided by the hotel. In this respect, the customer must contact the hotel directly, whereby the customer is expressly advised once again that any defects must generally be reported to the respective hotel immediately in person. In addition, any claims must also be filed with the hotel no later than one month after the contractually agreed end of the stay and must list the relevant complaints. It is recommended to file claims in writing with proof of delivery.

LM's liability under the agency agreement is limited to the sum of the accommodation price unless there is gross negligence or intent on the part of LM.

8. Data Protection

The data entered by customers will be processed electronically by LM. This data will only be passed on to the extent necessary for a booking and for payment processing in the event of a no-show. The data will not be passed on for other purposes. In all other respects, the statutory data protection regulations will be complied with during data collection. LM will not share your information with third parties or otherwise use it without your consent. Should information be collected and passed on for statistical purposes, it will not contain any personal data.

9. Miscellaneous

All information has been compiled with the utmost care. However, no liability can be accepted for errors in data entry or data transmission. The transfer of data or excerpts of data to other databases or the use of data for purposes other than those provided for herein is only permitted with the express consent of LM.

German law applies. The place of fulfilment is Leipzig. For traders or persons who do not have a general German place of jurisdiction, Leipzig will be agreed as the place of jurisdiction. Otherwise, the statutory place of jurisdiction shall apply.

Use of the LM pages and the contents is only permitted for hotel booking enquiries by individual persons. Automated enquiries are not permitted. We would also like to point out that programs and contents are protected by copyright and reproduction is therefore prohibited.

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