

**Travel conditions Wolters Reisen GmbH**  
**valid for all new bookings (Internet) from 03.03.2014 (63 Edition)**

Dear guest,

Please give these travel conditions your attention; because with your booking you accept these Booking Conditions, which will be forwarded prior to booking to. They apply to all programs (with the exception of tickets as mediated individual services, the tour operator Wolters Reisen GmbH (the "Organiser"), and - sections 12-14 - These terms and conditions supplement also booked at the destination at the travel excursions, § § 651a. -m BGB (German Civil Code) as well as § § 4-11 BGB Information Regulations (Regulation on information and disclosure obligations under civil law) and fill this out, you are also on the Internet at: [www.tui.com](http://www.tui.com) , → Service & contact → Terms & Booking Conditions

Bookings on this site for the specially marked holiday houses the Danish organizer sun and beach as well as the Dutch House party Aan Zee mediated by TUI Wolters only. The travel contract is concluded in this case between you and the sun and the beach and Aan Zee and there are the terms and conditions of sun and beach or Aan Zee and the switching conditions of TUI Wolters apply. The switching conditions are presented at the end of our Terms and Conditions under the "Booking Conditions".

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## First registration, confirmation

**1.1** With your booking you are the organizer the conclusion of the **travel contract** binding. The travel contract is binding on the organizer if this will give you the booking and the price of travel **writing** confirmed. By registering, you warrant that you are of legal age. **1.2** The application made by the applicant for all in the application participants listed, for whose contractual obligation of the applicant as for his own obligations, unless it has a separate obligation by express and separate has taken declaration. **1.3** At or immediately after the conclusion you will receive a written **confirmation** (section 1.1 clause 2) that contains all the relevant information about the you have booked travel services. deviates from the confirmation of your registration, the organizer is to the new offer 10 calendar days. The travel contract is concluded on the basis of the new offer if you accept the offer within this period. **1.4 reservations** are applications for non-travel tours. To be converted by the organizer to availability into firm bookings, when and if the journey for the desired time period can be booked. **1.5** If you only book a ticket a third-party without any travel, the organizer occurs only as **an intermediary of a foreign power** on. By purchasing tickets mediated contractual relationships arise exclusively between you and the relevant provider. Please refer to the name of the provider in question of the admission ticket.

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## 2nd payment

**2.1** To safeguard the client funds, the organizer has taken out insurance insolvency at the German travel price hedging VVaG (DRS). A **security certificate** is located on the confirmation. In addition, arising from the acknowledgment, the amounts for deposit and final payment and, where applicable cancellation. **2.2** At the conclusion of the contract is to be delivered against the confirmation of **deposit** in the amount of usually 25% of the total price is required. In specially marked Top Picks in selected short-term or discounted specials and special prices, with offers of the brand discount travel, with offers of XTUI, X1-2-FLY and XDIS and at BestPrice-Offered by TUI river enjoyment as well as ticket packages from service descriptions (3.1) with the title "Musicals & Shows" the deposit required is 40% of the total price. The cost of travel insurance will be due in full, together with the deposit. **2.3** The **rest of the price** is due if it is established that your trip - as booked - is carried out and the travel documents or the itinerary (for the ticket to Wi-travel) either at the booking office of ( eg travel agency, online travel agent, call center) lie ready or you are received as agreed. **2.4** The fees in case of cancellation (see Section 7), processing and transfer fees (see paragraph 8), as well as fees for customized holidays (cf. 3.4) and collection expenses (see Section 2.9) are due immediately.

**2.4.1 For bookings more than 30 days prior to arrival date (short-term bookings), the full payment is due immediately upon booking. Attention! With payment invoice, this period is 6 weeks.**

### 2.5 payment directly to the organizer

**2.5.1** When paying by direct debit SEPA Direct Debit, SDD, the organizer needs (possibly about your booking agent) a so-called "mandate" that the burden of your current account with the price to be paid (deposit and final payment) allowed by way of debit. The mandate is part of the confirmation. **2.5.2** For many brands, the organizer, you can pay your trip with a credit card. The organizer is required (possibly via the booking office) your address or, where the address of the base receiver and your consent to debit your credit card. **If payment falls a transaction fee of 1% of the travel price**, rounded up to the euro, **at. This does not apply pursuant to payments. Paragraph 2.6 and for payments by direct debit, with the TUI Card, the Good TRAVEL CARD and ROBINSON Card.** **2.5.3** Generally (Notwithstanding, inter alia thereof payment invoice), the deposit amount within a week after the conclusion of the amount of the final payment about 4 debited weeks prior to departure, the latter but not before the requirements are met in accordance with Clause 2.3. **2.5.4 Method of Payment Invoice** For bookings, whose **departure only in 6 weeks or later** be taken up, the traveler also has the option of Wolters Reisen the amounts due in each case the deadline to transfer. Upon payment on account of the organizer first and last name of the book ends, full address and valid phone number must be specified. **The deposit amount is within one week of invoice access to offset the amount of the final payment 6 weeks prior to departure.** With payment bill falls a **processing fee of 10.00 euros** on. The respective payment dates are given in the confirmation of the organizer.

### 2.6 Payment of the booking office

In exceptional cases, both the deposit, as well, upon receipt of the voucher, and the travel plan (with ticket Wi-trips), the payment of the balance of the tour price can be made to your booking agent. **2.7** Changes to the agreed payment can still only up to 35 days departure to be made. **2.8** If you travel documents or the itinerary (with Wi-ticket travel) have not received at least 4 days prior to

departure, please contact immediately your booking agent. For short notice bookings made within 7 days before departure, you will receive your travel documents in consultation with your booking office or the travel plan (with Wi-ticket travel) on the same path as for long-term bookings. In your own interest please the travel documents or the itinerary (for the ticket to Wi-travel) after receipt to check carefully. **2.9** If due payments are not or not fully paid and you do not pay even after reminder with a deadline, the organizer can each of the agreement to withdraw, unless that is already a serious travel problems at this time. The organizer may request for withdrawal from the travel contract in the context of the sentence cancellation fee as compensation in accordance with sections 7.2 and 7.5. If you do not make payments when due, the organizer reserves the right also, a dunning fee of € 20 for the second reminder - to be raised. Evidence not arisen or considerably lower cost remains unaffected. **2:10** costs for additional services such as visa applications, etc., unless specifically stated in the specifications, not included in the tour price. If such costs are incurred, you will pay this, please contact the booking office. **2:11** in Payment Policy It is the traveler assured that Wolters Reisen treats the personal information entrusted with care and do not fall into the hands of unauthorized persons. Wolters Reisen relies on the latest technology. SSL data encryption. abbreviation "SSL" stands for "Secure Socket Layer" and is an encryption method that is used successfully throughout the World Wide Web. All personal data, address or Credit card details are encrypted and are secure during transmission via the Internet. The end of the book recognizes a symbol (closed padlock) in the lower window bar of the browser that you are in the secure area. If your PC SSL can not handle - in rare cases can this happen - you do not need to worry that your data are sent unencrypted. You will then usually an error page, which alerts you to the problem. If this is the case for you, please contact best with your provider. The data transmitted Wolters Reisen be passed at individual processing steps in the booking process only affiliated with the Group or other companies that assist us in the booking process. In addition, the information will of course not passed on unless you agree with the further processing.

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### 3 achievements, awards

**3.1** What services are contracted, resulting from the performance specifications (eg, catalogs, flyers, Internet) and the observations thereon relevant details in the confirmation (see section 1.1 clause 2). , the organizer may, at any time change the terms of reference before conclusion of the contract, will of course be informed about the travelers before booking. **3.2 Air carriers / Community list** The organizer is in accordance with Regulation (EC) 2111/2005 of 14.12.2005 obliged to inform you when booking through the identity of the / of the operating air carrier (s) . If an operating air carrier is not yet at booking, you are so far first be informed of the identity of the likely operating air carrier company. Once the identity is finally determined, you will be informed accordingly. In the case of a change of the operating air carrier after booking they shall be informed as soon as possible about the change.

The list of air carriers subject to an operating ban within the EU ("Community list"), see eg in [www.tui.com> Service & Contact> Help & Information> Information for air travelers] and [www.lba.de](http://www.lba.de) . **3.3 Flights** The organizers pointed out that there may be stopovers direct flights from the flight and technical reasons. **It is strongly recommended to carry money, valuables, equipment and drugs exclusively in hand luggage.** **3.4 special requests, customized holidays** **3.4.1** booking offices are **Special requests** only receive calls if they are referred to as non-binding. The organizer will try to accommodate the request for special services that are not in the specification (3.1) are written out, eg adjacent room or rooms in a certain position to meet if possible. Booking agencies are not in front of the right even after conclusion of the contract, without giving any written confirmation from the organizer, performance descriptions or already completed travel contracts differing commitments or to make agreements, if they are this not authorized separately. **3.4.2** The booking of air travel packages, their duration deviates (outbound flight) from the weekly schedule and is for the fee of € 16, - per traveler. This also applies to hotel exchange different from a weekly basis. Please note the information in the respective specifications. For the processing of individual, otherwise deviating from the respective terms of reference travel a maximum fee of € 50, - per week traveler and collected. **3.4.3** airtours à la carte service under the brand airtours we will be happy to fulfill your individual travel requirements. Our à la carte service for selected destinations we offer airtours customers for a minimum tour price of € 1.000, - per person. You can also follow the à la carte service avail for already existing airtours bookings from a total price of € 5.000, - per booking. We charge a service fee of € 150, - per booking. The service fee will be charged at a fixed booking the tour price. In case of non realization of a booking, the fee will not be refunded. **3.4.4** If travelers in the target area flight and / or hotel changes the organizer, in addition to the possibly additional costs incurred levying a reasonable processing fee per person before. Tenders from XTUI, X1-2-FLY and XDIS Flight changes are not possible. **3.4.5** The carriage of pets is permitted only in the cases where the specification explicitly allows this. **3.5 Meals** Please note that only within a residential unit identical meals can be booked. This also applies to accompanying children. **3.6 Prolong** If you arrive at your holiday destination, please contact as early as possible to your travel agent or the local representative of the organizer. We like to extend your stay, if appropriate accommodation and return transportation options are available. The cost of an extension are to be paid locally. Please refer to the tariff conditions for your return and the validity of your travel insurance and any necessary visas. When traveling the brand discount travel, as well as Offered by XTUI, X1-2-FLY us XDIS are travel extensions not

possible. **3.7 Travel, care** At the offered trips you will spot of tour guides for the organizer of the local representatives of the organizer (for as landlords of apartments) looked after. In the brand and Discount Travel Offered by XDIS you have a contact for emergencies, complaints and other exceptional occurrences phone. For details, addresses and telephone numbers please see the travel documents or the itinerary (with Wi-ticket travel) or the information folder at your hotel found. In case of complaint please note the special instructions under 13.7.2.

above

#### 4 Special notes for holiday apartments, holiday homes and campers

Usage-based ancillary or for such type of additional services are not included in the rule in the tour price. Except as provided in the terms of reference stated otherwise, they are paid directly on the spot. The apartment / cottage / camper may only be occupied by the specified in the specifications and listed in the confirmation number of adults and children.

Confirmed arrival- Arrival and departure dates are binding.

Upon delivery of the keys, a reasonable amount (deposit) may be required as security for any damage or locally payable, consumption-based utility costs. The repayment or settlement occurs when the dwelling unit and the inventory have been returned cleaned at the end of the stay in good condition.

above

#### 5 Children discounts

Decisive is the **child's age at departure** . Regardless of each accompanying child and his age must be specified at time of booking.

Scope the discounts please refer to the respective specifications. Children under 2 years are transported on charter flights as part of package tours without any claim to a seat on the plane free of charge, provided that each child traveling with an accompanying adult. As part of package tours with scheduled air transportation, at the pure air travel deals (charter or scheduled flight) are for children under 2 years are 10% of the airfare charged without entitlement to a separate seat.

Incorrect ages of the organizer is entitled to it based differences to correct the travel price plus a handling fee of € 50, - recovered. Evidence not arisen or considerably lower processing costs remains unaffected.

above

#### 6 Service and Price changes

**6.1** Changes and deviations of individual travel services from the agreed content of the travel contract, which become necessary after conclusion of the contract and which have not been brought about by the tour operator in good faith, are only permitted if they are not substantial and do not affect the overall form of the tour. Flight times are provided as indicated on the ticket. Among other things, due to the temporary overload of the international air space flight delays or postponements and changes in alignment in individual cases can not be excluded. Potential warranty claims remain unaffected, especially if the amended services are flawed. The organizer is obliged to inform the customer of any changes or deviations immediately. If necessary, he will offer the customer a free transfer or a free cancellation. For an alternate means of transport due to a change of the airport you can use the in your travel documents or in your travel itinerary (with ticket Wi-trips), if added, train-the-flight-ticket (see point 13.6) are available. **6.2** for ship voyages decides expectant about necessary changes in the travel time and / or the routes, such as for safety or weather reasons, only the captain. **6.3** The organizer reserves the right to the agreed in the contract the tour price in the event of an increase in transportation costs or charges for certain services such as port or airport charges **after the contract** . should be amended accordingly as follows **6.3.1** Improve the existing at the conclusion of the travel contract transport costs, especially fuel costs, the organizer can increase the tour price in accordance with the following calculation: a) For a related on the raised seat, the organizer can the traveler amount of the increase demand. b) In other cases, the transportation enterprise per means of transport required, additional transportation costs are divided by the number of seats of the agreed means of transport. The resulting increased amount for the single user can require the passenger of the organizers. **6.3.2** If the existing at the conclusion of the travel contract charges such as port or airport charges increased compared to the organizers, the tour price may be increased by the appropriate proportionate amount. **6.3.3** An increase according to the number 6.3.1/6.3.2 is only allowed provided between contract conclusion and the agreed travel date is more than 4 months and the circumstances

leading to the increase prior to the conclusion neither occurred nor the organizers were predictable. **6.3.4** In the event of a subsequent change of the price, the organizer has to inform the traveler immediately. Price increases after the 20th day before departure are invalid. If the price increases by more than 5% of the traveler is entitled to no fees to withdraw from the contract or to demand participation in an equivalent hotel, if the organizer is able to offer such a tour without additional cost to the traveler from his offer. Referred to in this paragraph, the mutual rights and obligations also apply in the event of an authorized amendment to an essential travel service. **6.3.5** The traveler has to make this right immediately after the declaration of the organizer of the price increase or change the travel services against the same.

above

## 7 Cancellation by the tour prior to departure / cancellation fees

**7.1** You can withdraw at any time prior to departure of the trip. The date of receipt of the notice of cancellation by the organizer is (see addresses below under section 17) or your booking agent. You are advised to declare the withdrawal in writing. **7.2** If you withdraw from the trip or if you do not make the trip, the organizer loses the right to the tour price. Instead, the organizer may, to the extent the withdrawal or the non-commencement of the journey is not responsible for them and no case of force majeure, an appropriate compensation depending on the actual travel price for the decisions up to the Withdrawal / Absence travel arrangements and its expenses ( cancellation charges) require. These cancellation fees are a flat rate in section 7.5, taking into account the proximity of the time of withdrawal to the date and departure date into a percentage of the price. Usually the expenses saved and the alternative utilization of the travel services are taken into account. **7.3** Cancellation charges are also to be paid when a tour participant does not timely einfindet to those released in the travel documents times at each airport or departure or if the trip because not from organizers responsible, missing travel documents, as, non-runner, for example, passport or necessary visas. **7.4** The Applicant is at liberty to prove that, in connection with the resignation or failure to travel no or significantly lower costs are incurred than that of the organizer of the procedure in each individual case package (see below Section 7.5) reported costs. **7.5** The liquidated claim cancellation charges are usually per person / per unit for cancellations:

### 7.5.1 Standard fees \*:

up to 31 days before departure 25%

from the 30th day before arrival 40%

from 24 days prior to arrival 50%

from 17 days before departure 60%

from the 10th day before departure 80%

from the 3rd day before departure until the day of departure or failure to travel 90% of the tour price; **7.5.2 Exceptions to the standard control \*:** **A Holiday apartments / villas /**

**apartments, even with bus and train arrival, motorcycle tours** up to 46 days before departure

25% 45 days prior to arrival 50% from 35 days prior to departure 80% from the 3rd day before

departure until the day of departure or failure to travel 90% of the tour price; **B \* Ship Travel / river**

cruises, specialty programs, activity programs, golf packages (unless in traveling within the meaning of

7.5.1 included), campers programs up to 31 days before departure 25% from the 30th day before

arrival 40% from 24 days prior to arrival 50% from 17 days before arrival 60% from 10 days prior to

departure 80% from the 3rd day before departure until the day of departure or failure to travel 95% of

the tour price; **C.** With only mediated **tickets**, for As for musicals (see paragraph 1.5), the cancellation

policy of the respective supplier that are sent to you upon booking apply. **D** the brand Discount Travel

For marked separately Top Picks for selected short-term or discounted specials and special prices for

travel for offers of XTUI, X1-2-FLY, XDIS and for BestPrice deals of TUI river enjoyment as well as for

ticket packages from service descriptions (3.1) with the title "Musicals & Shows", the following

cancellation fees apply: 31 days ago departure 40% from the 30th day prior to your arrival 55% from

24 days before arrival 65% from 17 days prior to departure 75% from the 10th day before arrival

85% from the 3rd day before departure until the day of holiday starts or failure to travel 95% of the

price.

**\* Attention changing conditions and fees for travel**

- One** . catalog from the **TUI expedition voyages and Hurtigruten October 2012 - March 2014**
- 2** from the preview to the catalog **TUI expeditionary voyages and Hurtigruten Nov.2013 - March 2015**
- 3** from the catalog **TUI Expedition Cruises, Cruises & Hurtigruten Nov. 2013 - March 2015**
- 4** from the catalogs **TUI British Islands & Northern Europe in 2014** and **TUI Azores 2014**
- 5** for labeled separately and deals for specials and group travel

**1 valid for travel from the catalog TUI expeditionary voyages and Hurtigruten October 2012 - March 2014**

**A fee of Hurtigruten / Fram Ship Travel:**

Up to 45 days before departure 25%

from the 44th day before arrival 40%

from 21 days before departure 60%

From 14 days before departure 90% **B fees for boat trips with the ships of Quark Expeditions and**

**Compagnie du Ponant:** Up to 90 days before departure 10% from the 89th day prior to arrival

50%from the 59th day before arrival 75% from the 44th day before departure 90% **C fees for boat**

**trips with the ships of Oceanwide Expeditions:** Up to 60 days prior to departure 10% from the 59th

day prior to arrival 50% from 29 days before departure 75% From 14 days before departure 90% From

the 5th day before departure 95% **D fees for boat trips on the ships of Polar Cruises:** Up to 60 days

before departure 25% from the 59th day before departure 95% of **e-only routes on scheduled**

**services per person** up to 31 days prior to the flight € 50 from 30 day prior to the flight € 150 The

provision only applies to cancellations of flight-only routes of regular services, but not at Cancellation of

combined trips. Here you can find the numbers 7.5.1, 7.5.2 AE application. **F rental car** up to a day

before arrival without charge. When not decrease or change of the car at the rental day 90% of the

rent. In case of early redemption or delayed acceptance, there is no compensation.

**2 valid for travel from the preview to the catalog  
TUI expeditionary voyages and Hurtigruten Nov. 2013 - March 2015**

**A fee of Hurtigruten / Fram Ship Travel:**

Up to 45 days before departure 25%

from the 44th day before arrival 40%

from 21 days before departure 60%

From 14 days before departure 90% **B fees for boat trips with the ships MS Ortelius, MS Plancius,**

**Sea Spirit, Ocean Diamond:** Up to 90 days before departure 25% from the 89th day prior to arrival

50% from the 59th day before departure 95% **C fees for boat trips with the ship MS Quest :** Up to

60 days before departure 25% from the 59th day before departure 95% **D Car** Up to one day before

arrival without charge. In case of non acceptance or transfer of the rental car on the day of rental 90% of

rental. In case of early redemption or delayed acceptance, there is no compensation. **E-only routes on scheduled services per person** up to 31 days prior to the flight € 50 From 30 days prior to the flight € 150 The provision only applies to cancellations of flight-only routes of regular services, but not in case of cancellation of combined trips. Here you can find the numbers 7.5.1, 7.5.2 AE application.

### **3 valid for travel from the catalog TUI Expedition Cruises, Hurtigruten Cruises & Nov. 2013 - March 2015**

#### **A fee of Hurtigruten / Fram Ship Travel:**

Up to 45 days before departure 25%

from the 44th day before arrival 40%

from 21 days before departure 60%

From 14 days before departure 90% of the price **B charges Travel with Quark Expeditions, Polar**

**Cruises, Quark Expeditions:** Up to 90 days prior to departure 25% from the 89th day prior to arrival

50% from the 59th day before departure 95% of the price **C fees for boat trips with Compagnie du**

**Ponant:** Until the 61 days before departure 25% From the 60th day prior to arrival 50% from 45 days

prior to arrival 75% from 30 days before departure 90% Failure to commencement of travel 95% of the

price **D fees for boat trips with Plantours and Partners:** Until 30 days before departure 25% From

29 days before arrival 30% from 21 days prior to arrival 50% from 14 days before departure 80% Failure

to commencement of travel 95% of the price **E Car** to bis day before arrival without charge. When not

decrease or change of the car at the rental day 90% of the rent. In case of early redemption or delayed

acceptance, there is no compensation. **F Only Flight Routes scheduled services per person** up to

31 days prior to the flight € 50 From 30 days prior to the flight € 150 The provision only applies to

cancellations of flight-only routes of regular services, but not in case of cancellation of combined

trips. Here you can find the numbers 7.5.1, 7.5.2 AJ application.

### **4 valid for travel from the catalogs TUI British Isles & Northern Europe in 2014 (as of Sept. 2013) and TUI Azores (Updated: Nov. 2013)**

#### **A Holiday apartments / villas / apartments:**

up to 46 days before departure 25%

45 days prior to arrival 50%

from the 35th day before arrival 80%

from the 2nd day before departure until the day of departure or no show travel 90% of the tour price; **B**

**cruises Göta Canal:** up to 30 days before departure 25% from 29 days before departure 35% from the

20th day prior to arrival 50% from 15 days before departure 75% from the 7 days prior to arrival or

non-arrival 95% of the price **charges for Hurtigruten C:** up to 45 days before departure 25% from the

44th day before arrival 40% from 21 days before departure 60% from the 14th day before departure

90% **D Car** Up to one day before arrival without charge. In case of non acceptance or transfer of the

rental car on the day of rental 90% of rental. In case of early redemption or delayed acceptance, there is

no compensation. **E For marked separately offers as well as for specials and group travel:** up to

31 days before arrival 40% from 30 days before departure 55% from 22 days before departure 65% from the 15 days before departure 75% from the 8th day before departure 85% from the 2nd day before departure or failure to travel 95% of the price **F If only mediated tickets, such as for musicals** (see paragraph 1.5) , the cancellation policy of the respective supplier that are sent to you on booking. apply **G For marked separately Top Picks** , selected, short-term or discounted offers, specials, saving travel and ticket packages from service descriptions (3.1) with the title "Musicals : Shows "following cancellation charges will apply 40% to 31 day before arrival 55% from 30 days before departure 65% from 24 days before arrival 75% from 17 days before departure date from the 10th day before arrival 85 % from the 3rd day before departure until the day of departure or failure to travel 95% of the price. **H-only routes on scheduled services per person:** up to 31 days prior to the flight € 50 from the 30th day prior to the flight € 150 The provision only applies to cancellations of flight-only routes of regular services, but not at Cancellation of combined trips. Here you can find the numbers 7.5.1, 7.5.2 AJ application.

#### **5 for labeled separately and for specials deals and group tours**

up to 31 days before departure: 40%  
 From 30 days before arrival 55%  
 from 22 days before departure 65%  
 from the 15th day before arrival 75%  
 from the 8 . day before departure 85%  
 from the 2nd day before departure  
 or failure to travel 95% of the price.

**7.6** The Promoter reserves the right, instead of the above packages require a higher, concrete Entschädigung zu, if the organizer demonstrates that significantly higher costs than the respectively applicable package it has incurred. In this case the tour operator is obliged to reimburse the required compensation by taking the saved expenses and possible other use of travel services and documented.

**7.7** Your right to provide a substitute (see section 8.2 below) remains unaffected by the foregoing conditions.

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#### **8 reposting, substitute**

**8.1** Upon request by the organizer, as far as practicable to 31 days before departure or when traveling within the meaning of paragraph 7.5.2 A until the 46 days before departure a modification of the confirmation (transfer) before. A charge of € 50, - per person will.

changes as apply eg to change the travel date, the destination, the place of departure, accommodation or transport; for scheduled flights once the ticket has been issued, change to departure time.

Where:

When changing the transport, accommodation (except for changes within the booked accommodation) or the travel date, the travel price for the changed services is completely recalculated on the basis the then



current prices and conditions.

event of a change within the booked accommodation (eg room changes, the Board or the occupancy of the booked room) the price for the changed services is based on the booking date underlying prices and conditions determined again.

changes after the above deadlines (eg when traveling by air / standard charges from 30th day before departure) and changes over the period covered by the booking underlying specification (Section 3.1) also, can only withdraw from the travel contract to the requirements specified in section 7.5, while registration to be made. Furthermore, can only be made by canceling the travel contract to the requirements of section 7.5 and immediately rebooking Flight changes, changes to the travel date, the destination and the journey begins with offers of XTUI, X1-2-FLY and XDIS always. **8.2** Until the arrival, the Travelers require that a third party enters into its rights and obligations under the travel contract. There must be notified to the organizer. This may object to the entry of the third person instead of the traveler, if the third party fails to meet the travel requirements or his participation statutory regulations or administrative orders. If a third party takes the place of the registered participant, the organizer is entitled, in addition to thus, where appropriate, any additional costs incurred to service providers (eg airlines) for which he incurred for the participation of the substitute processing costs flat rate of € 50, - to demand. The proof of the entry of the third not arisen or considerably lower cost remains unaffected. For the tour price and the costs associated with the inclusion of the replacement cost of the registered person and the substitute person liable as joint debtors.

#### Changed conditions regarding the Hurtigruten / FRAM Travel

€ 50, - per person. Months to 35 days prior to departure in Hurtigruten / FRAM travel as defined in Section 7.5.2, transfers to special offers are at Hurtigruten / FRAM travel not possible. These specifications apply plus any additional costs that will be charged by the service provider Wolters. For package tours: After issuing the ticket cost to change or create a new ticket € 100, - per person. Rebooking or refund after departure are not possible. Subsequent changes as well as changes over the period covered by the booking underlying catalog advertisement also can be made with simultaneous registration only after withdrawal from the travel contract to the requirements of section 7. This also applies for flight-only routes in regular service in case of a prompted you change carriers.

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#### 9 Travel Insurance

The organizers recommend a comprehensive travel insurance package, including a particular (also to be posted separately) Trip cancellation insurance and insurance to cover the cost of repatriation in case of accident or illness. Please note the special offers in the relevant specifications. Details of the insurance protection can be found following this travel conditions or please contact your booking agent.

above

#### 10 Cancellation by the tour operator

**10.1** The organizer can **the travel contract** without notice **terminate** when making the journey despite a warning by the organizers is permanently disturbed by the traveler. The same applies if a traveler violates the contract to such an extent that the immediate cancellation of the contract is justified. The organizer reserves the right to the tour price. Possibly. More costs for the return carriage carrying the jammer itself, however the Promoter has the value of saved expenses and any benefit that is not withdrawn from another use up achievements are gained including any reimbursements made by service providers. **10.2** The Organiser may at not achieving a in the respective specifications and in the travel confirmation specified minimum number of participants to 5 weeks prior to departure to withdraw from the trip (access the traveler). The organizer will inform you of course, unless it is apparent at an earlier time that the number of participants may not be achieved. The resignation shall be forwarded to the traveler immediately. You get to travel the price paid back immediately. **10.3** In the event of cancellation by the organizer according to Section 10.2 of the traveler is entitled to demand participation in at least an equivalent other travel if the organizer is capable of such a journey without additional cost to the provide travelers from its range. Passengers must make this right immediately after the resignation of the organizer against the same. If the traveler does not exercise his right of participation in an equivalent journey, he receives the monies paid back immediately.

above

## 11 Exceptional circumstances, force majeure

**11.1** Due to the cancellation of the travel contract in cases of force majeure, we refer to § 651j BGB. This reads as follows:

(1) Is much more difficult to travel due to unforeseeable conclusion of the contract of force majeure, endangered or impaired, as can both the tour operator and the Travelers terminate the contract only in accordance with this provision.

(2) If the contract is terminated under paragraph 1 above, the provisions of § 651e section 3 sentence 1 and 2, paragraph 4, sentence 1 shall apply. The additional cost of repatriation shall be borne by the parties in equal. Moreover, the additional costs are the traveler. **11.2** Travel advice of the Foreign Office on the Internet at "www.auswaertiges-amt.de" and the phone number (030) 5000-2000.

above

## 12 redress, reduction, termination

**12.1** If a travel service not provided or not provided in the contract, the traveler can **remedy** require.

The organizer may also take remedial action in such a way that it provides an equal or better replacement service. The organizer may refuse the remedy, if it requires a disproportionate effort. **12.2** The traveler can after returning from the trip **price reduction** shall, if the travel services have not been provided under the contract and he did not culpably, the fault immediately (without undue . hesitation) display . **Important and other information as well as information and emergency numbers can be found in the travel documents** **12.3** If a trip is due to a defect substantially impaired and the Tour Operator within a reasonable time does not help, the traveler is under the statutory provisions of **the travel contract** - in his own interest and for preservation of evidence in writing is recommended - **terminate** . The same applies if the traveler the trip due to deficiencies, the organizer is determinable reasons can not be expected. A deadline for redress is not only required, should the remedy impossible is or is refused by the organizer or if the immediate termination of the contract by a special interest of the traveler is justified. If the contract is subsequently canceled, the traveler retains the right to return transportation. He owes the organizer only attributable to the services utilized part of the tour price, provided that such benefits were of interest to him.

above

## 13 Liability

**13.1** In the event of a defect, the traveler may, notwithstanding the reduction of the travel price (reduction) or termination **compensation** demand, unless the lack of travel is due to circumstances for which the Organiser is not responsible. He can damages for wasted holiday time demand when the holiday was ruined or has been significantly impaired. **13.2 Contractual claims for damages** The contractual liability of the operator for damages other than bodily injury is to the **triple travel price** limited, a) where damage to the traveler is not intentionally or with gross negligence by the organizers or b) if the organizer is responsible for the traveler resulting damage due to the fault of a service provider. **13.3 Tort claims for damages** for all directed against the organizer claims for damages **in tort** which **is not** based on intent or gross negligence shall be liable for damages to the amount of three times the price of the holiday. This maximum amounts apply per passenger, per trip. Possible further claims in connection with luggage under the Montreal Convention remain unaffected by this limitation. **13.4** The organizer shall not be liable for disruptions, injuries and property damage in connection with services, which are only obtained as external services (eg excursions, sporting events, theater visits, exhibitions , transportation services to and from place of departure and destination), if these services in the travel and booking confirmation so expressly and clearly identified, indicating the mediated contract partner as external services that they are not part of the travel services of the organizer discernible to the customer. The operator is liable, however **13.4.1** for services which involve the transportation of clients from the prescribed place of departure to the advertised destination, intermediate transport during the trip and accommodation during the journey as well as **13.4.2** if and insofar as any loss to the customer the violation of Note -, educational or organizational obligations of the organizer has become the cause. **13.5** Participation in **sports and leisure activities** and you must answer for yourself. Sports facilities, equipment and vehicles should be checked before use. For accidents that occur during sporting events and other holiday activities, the operator is liable only if at fault. The organizer recommends taking out **accident insurance** . **13.6 Carriage is based on the conditions of the transport company** , which made available on request be. The rights and obligations of the organizer and the customer after the travel contract law and this detailed travel conditions are not restricted by the terms of the relevant transport company. Unless advertised in service descriptions (Section 3.1), contain your travel documents or your itinerary (for the ticket to Wi-travel) tickets "train to flight "of the DB AG. Each traveler is responsible for his timely arrival at the departure airport, unless a delay is caused by the willful misconduct or gross negligence of the tour operator. **13.7 Duty to Cooperate, complaints** **13.7.1** Each traveler is obliged to assist in performance in the context of the legal provisions it to avoid any damage or minimize. **13.7.2** Should you have cause for complaint, contrary to expectations, this is in place immediately for our tour manager in terms of section 3.7 sentence 1 and the contact person within the meaning of section 3.7 sentence 2 communicate and to demand redress. , the tour manager or your contact can not be reached, please contact the provider (eg transfer companies, hoteliers, boat line) or to the organizer **or** to its

local agent. The necessary telephone and fax numbers and e-mail address provided in your travel documents or in your travel itinerary (with ticket Wi-travel) **or** in the tender specifications (Section 3.1) or in the information folders at the hotel. **damages or delays in delivery of baggage and cargo when traveling by air**, the organizer strongly recommends immediately on the spot, but not later than 7 days after discovery of the damage with luggage in goods within 14 days since the adoption, in case of delay within 21 days after the luggage or goods by the traveler available have been made, a Property Irregularity Report (PIR) of the **relevant airline** display. Airlines reject usually refunds from when the **damage indicator** has not been filled out. Incidentally, the loss, view the damage or misdirection of baggage, the tour guide or the local representative of the organizer. When **complaints guests of apartments / houses / apartments must** without delay to the in the travel documents or in the itinerary specified (for the ticket to Wi-Travel) Contact request remedy. If that did not work, you need to contact please with the nearest stop on the tour guide or the local representative of the organizer in connection. , **it omits a traveler culpably to notify a defect, it is not entitled to.** **13.7.3** travel guides are not authorized to recognize any claims.

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#### 14 periods, addressees, limitation and assignment

**14.1** Claims for non-conforming provision of travel (§ § 651c to 651f BGB) **within one month** after the contractually intended termination of the journey **towards your organizer** (see address below under Clause 17) to claim it. This should be done in writing in their own interest. After this period, the traveler can only make claims that when he was fault for failing to meet the deadline. The day of the trip end is not counted in calculating the one month period. Due to the application of damage to baggage, delays in baggage or luggage loss See 13.7.2.**14.2.1** by passengers according to § § 651c to 651f BGB arising from injury to life, body or health caused by an intentional or negligent breach of duty of the organizer or a legal representative or vicarious agents, expire in two years. This also applies to claims for compensation for other damages based on an intentional or grossly negligent breach of duty by the organizer or based on an intentional or grossly negligent breach of duty by a legal representative or a legal representative or vicarious agents. **14.2.2** All other claims under § § 651c to 651f BGB become time-barred one year. **14.2.3** The limitation in the preceding paragraphs 14.2 .1 14.2.2 and begins with the day following the date of contractual holiday ends. **14.2.4** tort claims barred in three years. **14.2.5** pending between the traveler and the organizer are on the claim or the claim is founded circumstances, the limitation period is suspended until the traveler or the operator refuses to continue negotiations. The limitation period shall expire no earlier than three months after the end of the suspension. **14.3** Your local agent occurs only as an intermediary **in the conclusion of the travel contract** on. It is not authorized to accept end of the trip the registration of warranty and damage claims by travelers. **14.4** The assignment of claims against the organizer is excluded. This does not apply to family members traveling companions or a jointly registered group.

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#### 15 Passport, visas, customs, currency and health regulations

**15.1** The organizer is responsible for ensuring, to inform citizens of the EU Member State in which the tour is offered about passport, visa and health regulations as well as any changes prior to

departure. Citizens of other countries should check with the embassy / consulate for them. Due to the travel alert in the service descriptions (Section 3.1) and with the travel documents you receive essential information about the required travel formalities.

Please note this information and be informed going on in your travel agency or the Internet Service Center. **15.2** is liable The organizer not for the timely issue and the necessary visas from the respective diplomatic representative if you have entrusted him with the procurement, unless the delay is to be represented by the organizer. To obtain a visa, etc. at the offices you have to reckon with an approximate period of about 8 weeks. **15.3** The traveler is responsible for compliance with all regulations for the provision of travel itself. All disadvantages, in particular the payment of cancellation fees, that arise from non-compliance with these regulations shall at his expense, except if they are caused by a culpable wrong or failure to inform the organizer. **15.4** Please refer to the catalog whether a passport for your trip is required or identity card is sufficient, and please make sure that your passport or your identity card for travel has sufficient validity. Children need their own travel documents. **15.5** customs and currency regulations are very strict in different countries. Please check carefully and follow the rules strictly. **15.6** From different countries, certain vaccination certificates required which not less than 8 days and not more than 3 may be years (smallpox) or 10 years (yellow fever). Such vaccination certificates are required by the German authorities, after returning from certain countries (eg, Africa, Middle East). Relevant information, please refer to the catalog and contact your booking agent.

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## 16 Privacy

The personal data you provide to us will be processed and used where they are necessary to carry out the contract electronically. We would also like to inform future writing about current offers, as far as it is not apparent to us that you do not want. If you do not wish to receive information, please contact the "Privacy" section at the below address of the organizer. Should we employ to process and use personal data from external service outside the EU or EEA (third countries without an adequate level of data protection), the protection of your personal data is protected by the agreement of the so-called "EU standard contractual clauses".

On these web pages integrate plugins of the social network facebook.com be used, which is operated by Facebook Inc., 1601 S. California Ave, Palo Alto, CA 94304, USA ("Facebook"). , if you sent a such a plugin website call our Internet presence, a connection to the Facebook servers and made the plugin shown by notifying your browser on the Internet. This is transmitted to the Facebook server which of our websites you have visited. Are you are logged in as a member of Facebook, Facebook assigns this information to your personal Facebook user account. When using the plug-in functions (eg clicking the "Like" button, submit a comment) this information is also associated with your Facebook account, which can only be prevented by logging out before using the plugin. For more information on the collection and use of data by Facebook, your rights over ways to protect your privacy, please refer to the privacy policies of Facebook.

This website uses Google Analytics, a web analytics service provided by Google Inc. ("Google"). Google Analytics uses "cookies", text files that are stored on your computer, to help analyze how users use the website. The information generated by the cookie about your use of this website are usually transferred to a server of Google in the USA and stored there. In the case of activation of the IP anonymization on this website, your IP address will be truncated within Member states of the European Union or other parties to the Agreement on the European Economic Area. Only in exceptional cases is the complete IP address transmitted to a Google server in the USA and shortened there. On behalf of the operator of this website Google will use this information to evaluate your use of the website, compiling reports on website activity and providing other with website and internet related services to the website operator. Undertaken as part of Google Analytics that your IP address is not associated with any other data held by Google. You may refuse the use of cookies by selecting the appropriate settings on your browser software; however, we point out that you can optionally use to their full extent in this case not all features of this website. You can also prevent the collection of data generated by the cookie about your use of the website (including your IP address) to Google and the processing of these data by Google, by downloading in available under the following link browser plugin and install [tools.google.com / dlpage / gaoptout](http://tools.google.com/dlpage/gaoptout?hl=de). For more information, see <http://tools.google.com/dlpage/gaoptout?hl=de> or under <http://www.google.com/intl/de/analytics/privacyoverview.html> (general information about Google Analytics and Data Protection). We point out that on this website, Google Analytics code "gat.\_anonymizeIp ();" has been extended to ensure an anonymous collection of IP addresses (called IP masking).

On these web pages, the "+1" from the social network Google Plus button is used, which is run by Google Inc., 1600 Amphitheatre Parkway, Mountain View, CA 94043, United States ("Google"). If you are using a one call such a plugin provided website our Internet presence, a connection to Google's servers and made the plugin shown by notifying your browser on the Internet. We therefore have no impact on the amount of data that Google collects the button. According to Google, no personal information is collected without clicking on the button. Only logged in members, such data, including the IP address, is collected and processed. For more information on the collection and use of data by Google, about your rights options for protecting your privacy, please refer to the privacy policies of Google.

On this website with etracker technology ([www.etracker.com](http://www.etracker.com)) to collect and store data for marketing and optimization purposes. From these data user profiles can be created under a pseudonym. Cookies may be used. Cookies are small text files that are stored locally in the cache of web browser the visitor. Cookies allow us to recognize the visitor's browser. The data collected with the eTracker technology without the explicit consent of the person concerned is not used to identify a visitor personally and are not aggregated with any personal data about the bearer of the pseudonym. The data collection and storage at any time with effect for the future objected to.

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## 17 Jurisdiction, General

**17.1** The invalidity of individual provisions of the contract does not invalidate the entire travel contract. The same applies to these terms and conditions. **17.2** The contractual relationship between the customer and the tour operator shall be exclusively governed by German law. This also applies to the entire legal relationship. **17.3** Insofar as customer complaints against the tour operator abroad for the liability of the tour operator the reason, do not apply German law, takes to the legal consequences, particularly in terms of type, scope and level of customer claims, exclusively by German law. **17.4** The customer may sue the tour operator at its registered office. **17.5** For complaints of tour operator against the customer the residence where the customer is. For legal action against a customer or partner of the travel contract, who are merchants, legal persons under public or private law or persons who have their domicile or habitual residence abroad or whose domicile or habitual residence at the time of action is not known, the place of jurisdiction agreed the seat of the tour operator. **17.6** The above provisions on the choice of law and jurisdiction shall not apply a) if and insofar as the contractually mandatory provisions of international agreements that are applicable to the travel contract between the customer and the tour operator, otherwise favor customer results or b) if and to the extent applicable to the travel contract and not subject to provisions in the Member State of the EU, which the customer belongs, are more favorable to the customer than the provisions in these Booking Conditions or the applicable German regulations. These terms and conditions and notices apply to the tour operator

Wolters Reisen GmbH

Postal address: Postfach 11 51, 28801 Stuhr

House address: Bremer Str 61, 28816 Stuhr

Email: [info@wolters.tui.de](mailto:info@wolters.tui.de)

Telephone: +49- (0) 421 8999-0

Fax: +49 (0 ) 421 801447

Commercial Register: HRB 110468 Walsrode

Managing Director: Dipl.-Kfm. Thies Rheinberg **Customer Service Email:**

**[kundenservice@wolters.tui.de](mailto:kundenservice@wolters.tui.de)** [www.tui-wolters.de](http://www.tui-wolters.de) [www.tui-ferienhaus.de](http://www.tui-ferienhaus.de) All information in these

Terms and Conditions as at February 2014 and relate only to the validity of Internet Offered by TUI

Wolters. stand : February 2014, 63rd edition

above

## 18 Customer Information for air travelers

Dear travel guest,

engaged in international air transportation are subject relating to liability for death or injury of passengers, the delay passengers and / or luggage from and destruction, loss or damage to baggage the provisions of the Montreal Convention or the Warsaw Convention . Which of the agreement under which conditions is applied, depends on which countries have signed and ratified the agreement. Contracting States which have signed and ratified the Montreal Convention can be found on the Internet at [www.icao.int](http://www.icao.int)> Bureaus> Legal Affairs and External Relations Bureau> Treaty Collection> Current lists of parties to multilateral air law treaties> "Convention for the Unification of Certain Rules for International Carriage by Air" from 28.05.1999. Insofar as this is not applicable (yet), and furthermore the corresponding provisions the Warsaw Convention. The text of both the Montreal Convention and the Warsaw Convention, see [www.tui.com](http://www.tui.com) > Service & Contact> Help & information.

### 1 Montreal Convention

#### Note to international traveling passengers on regulation and general limitation of liability under the Montreal Convention.

Carriage by international air transport may be subject to the Montreal Convention, unless the departure

and the destination in the territories of two States Parties are agreed by the parties. The Montreal Convention may also apply if your departure and destination, although located on the territory of a Contracting State, but is intended to land in the territory of another State, even if that is not a State Party.

The Montreal Convention governs the liability of air carriers for death or injury and for destruction or loss of or damage to baggage, and for delay and if this limit. **2 Contract terms for the transport by air**

**1** Used in this contract "ticket" means one ticket and baggage check, of which these conditions and the notices; "Carrier" means all air carriers that carry the passenger or his baggage on the Ticket above or undertake this, or the other services in connection with the carriage provide; "Montreal Convention" means the Convention for the Unification of Certain Rules for International Carriage by Air Transport signed at Montreal on 28 May 1999. **2** The boarding because the flight ticket is subject to the liability rules of the Montreal Convention unless such carriage is not "international carriage" for the purposes of this Convention. **3** Moreover, subject to carriage and other services performed by each carrier (I) provisions contained in the ticket, (II) applicable tariffs, (III) are the conditions of carriage and regulations of the Carrier, which are part of this Agreement (and, if required in the offices of the Carrier as well as the tour operator can be viewed or on request are available there); on transport to / from locations in the United States or Canada will find the tariffs applicable in that application. **4** The name of the air carrier may be abbreviated in the ticket; full or abbreviated name of the carrier is a function of tariffs, conditions of carriage, the other provisions or schedules of the carrier shown. The chosen address of the Carrier shall be the airport of departure is indicated on the ticket opposite the first abbreviation of carrier's name. The agreed stopping places are those that are specified in the Ticket or shown in timetables of the air carrier as scheduled stopping places on that route. Because of this ticket by several successive carriers is regarded as a transport carriage to be performed. **5** The air carrier issuing a ticket for carriage over the lines of another air carrier does so only as agent. **6** Exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of the air carrier as well and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives. **7** To transport checked baggage will be delivered to the ticket holders. luggage damage in international carriage the Carrier must be notified in writing forthwith after their discovery, but in any case not later than seven days after receipt, in case of delay 21 days after the baggage has. Extent that the relevant provisions in tariffs and conditions of carriage for luggage damage, other than consignments. **8** Each Flight Coupon entitled to a promotion on the day and on the track, was booked for a place and reconfirmed in accordance with the provisions of the tour operator if necessary. The promotion does not apply where the booked flight is not commenced. **9** The Passenger shall comply with Government travel requirements, demonstrate check-in, immigration and other documents required as well as at the airport to the designated by the Carrier time or, if no time is fixed, early enough to complete departure procedures. **10** No agent, servant or representative of carrier has authority to amend, modify or discontinue provision of this contract. **3 Note on the scope of liability for damages for death or injury.** There are no financial limits to the liability for death or injury of passengers. For damages up to 100,000 Special Drawing Rights as defined by the International Monetary Fund (SDR) (approximate amount in local currency) the air carrier can not contest claims for compensation. Beyond this amount, reaching demands can defend itself by proving that it was not negligent or otherwise at fault, the air carriers. **4 Advance payments** If a passenger is killed or injured, the air carrier shall make, within 15 days of discovery of the damage the person entitled to an advance payment, to cover immediate economic needs. In case of death, this advance payment shall not be less than 16,000 SDRs. Additional protection can usually be obtained by purchasing a private insurance. Such insurance is not affected by the limitation of liability of the carrier under the Montreal Convention or such special contracts. Please contact for more information on your airline, insurance company or your travel agent. **5 Indication of limitation of liability for delay of passengers or baggage** for damage caused by delay, the Carrier only up to an amount of 4.150 SDR per passenger, unless that the air carrier has taken all reasonable measures to avoid the damage, or to take such measures shall be liable for the carriage of persons was impossible. , the carrier is liable for damage occasioned by delay in the carriage of baggage, except that he took all reasonable measures to avoid the damage or it was impossible to take such measures. The liability for damages caused by delay in the carriage of baggage is limited to 1,000 SDRs. since 17.05.2005 next to rights under Regulation EC No 261/04 of 11.04.2004 in establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay consist of flights. **6 Note on Limitation of Liability for destruction, loss or damage to baggage** The air carrier is liable for destruction, loss or damage to baggage up to 1,000 SDRs. The case of checked baggage, it is independent liability, unless the baggage was already defective. case of unchecked baggage, the carrier is liable only if at fault. **7 Higher limits for baggage** A higher liability limit applies if the passenger makes the latest at check a special declaration and paying a supplementary fee. **8 Liability of contracting and actual carrier** , if the operating air carrier is not the same as the contracting air carrier, the passenger can set its display or claims for damages to each of the two air carriers. Is specified on the ticket the name or code of an air carrier, so this the contracting air carrier.'s Some carriers assume no liability for fragile, valuable or perishable articles. More information is available from airlines or tour operators. **9 Enforcement** action in court to claim damages must be brought within two years from the date of arrival of the aircraft or from the date on which the aircraft ought to have arrived.

### 10 Text Montreal Convention

the text of the Montreal Convention can be found [here](#) . **11th Warsaw Convention regard to regulation and general limitation of liability** In a journey with a final destination or a stop in a country other than the country of departure, the carriage of the passenger may be subject to the Warsaw Convention, the liability of the carrier for death or personal injury as well as a rule for loss or damage to baggage is limited. See "Notice to international traveling passengers on limitation of liability." **12 Contract terms for the transport by air** 1 Used in this contract "ticket" means one ticket and baggage check, of which these conditions and the notices; "Carrier" means all air carriers that carry the passenger or his baggage on the Ticket above or undertake this, or the other services in connection with the carriage provide; "Warsaw Convention" means the Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw on 12 October 1929, or that Convention as amended at The Hague, signed on 28 September 1955, whichever is applicable. 2 The boarding because the flight ticket is subject to the liability rules of the Warsaw Convention unless such carriage is not "international carriage" for the purposes of the Agreement. 3 Moreover, subject to carriage and other services performed by each carrier (I) provisions contained in the ticket, (II) applicable tariffs, (III) are the conditions of carriage and regulations of the Carrier, which are part of this Agreement (and, if required in the offices of the Carrier as well as the tour operator can be viewed or on request are available there); on transport to / from locations in the United States or Canada will find the tariffs applicable in that application. 4The name of the air carrier may be abbreviated in the ticket; full or abbreviated name of the carrier is a function of tariffs, conditions of carriage, the other provisions or schedules of the carrier shown.The chosen address of the Carrier shall be the airport of departure is indicated on the ticket opposite the first abbreviation of carrier's name. The agreed stopping places are those that are specified in the ticket or in the schedules of the air carrier as scheduled stopping places on that route. Because of this ticket to be performed by several successive carriers is regarded as a transport carriage. 5 The air carrier issuing a ticket for carriage over the lines of another air carrier does so only as its Agent. 6 Exclusion or limitation of liability of carrier shall apply to and be for the benefit of agents, servants and representatives of the air carrier as well and any person whose aircraft is used by carrier for carriage and its agents, servants and representatives. 7 To transport checked baggage the ticket holder is shipped. Damage to baggage in international transportation must be reported to the Carrier in writing, forthwith after the discovery, but in any case not later than seven days after receipt, for a delay of 21 days after the baggage has, for damage to baggage, other than consignments the relevant provisions apply to the extent in tariffs and conditions of carriage. 8 . Each Flight Coupon entitled to a promotion on the day and on the track, was booked for a place and reconfirmed in accordance with the provisions of the tour operator if necessary. The promotion does not apply where the booked flight is not commenced. 9 The Carrier undertakes to use its best efforts to carry the passenger and baggage with reasonable dispatch.10th The Passenger shall comply with Government travel requirements, show exit, entry and other documents required as well as at the airport to the designated by the Carrier time or, if no time is fixed, early enough to complete departure procedures. 11th No agent, servant or representative of carrier has authority to amend, vary or revoke terms of this Agreement. **13th Message to international traveling passengers on limitation of liability** passengers who quit or interrupt their air travel to a country other than the country of departure should be aware that the provisions of the Warsaw Convention to the entire flight including a route entirely within the departure country or the country of destination application can find. For passengers to or take from the United States or whose flight has a scheduled break or stopover in the U.S., see a plane trip, the Convention and special agreements that are part of the applicable tariff provisions, provide that the liability of the airline that this ticket issued, and certain other airlines that are subject to such special contracts, for death and personal injury to passengers in most cases to proven damages, however, is limited to a maximum U.S. \$ 75,000 per passenger, and that this liability up to such limit shall not negligence of the air carrier is engaged. For passengers traveling with an airline that is not subject to such special contracts or passengers who do not travel to or from the United States or whose air journey does not have a scheduled break or stopover in the U.S., is the liability of the carrier for death or injury to passengers is in most cases limited to approximately U.S. \$ 10,000 or U.S. \$ 20,000. names of airlines that are subject to special arrangements may be obtained on request at all ticket offices of such carriers or tour operator. Additional coverage through Private insurance can be achieved. Such insurance is not affected by the limitation of liability of the carrier under the Warsaw Convention or such special contracts. ., Please for more information on your airline, insurance



company or your travel agent **Note** The above limit of U.S. \$ 75,000 includes costs of prosecution; case of a claim brought in a state, will be awarded separately in the costs of prosecution, the limit of U.S. \$ 58,000 exclusive of costs of prosecution. **14th Note to the Regulations (EC) 2027/97 and 889/02 on the liability of air carriers in the event of accidents**, the liability of air carriers and air carriers of the Community within the meaning of Regulations corresponds to that of the Montreal Convention. "air carriers" are air transport undertaking with a valid operating license. "carriers of the Community" air carriers with one of a Member State in accordance with Council Regulation (EEC) No 2407/92 are valid operating license granted.

above

## Booking Conditions

### for holiday houses of sun and beach in Denmark and Aan Zee in the Netherlands

**TUI Wolters** (called mediators) mediates the formation of contracts for vacation rentals in Denmark for the organizer sun and beach as well as in the Netherlands for the Ferienhausanbieter Aan Zee (each called landlord). TUI Wolters in these cases is only an intermediary and no organizer and represents sun and beach or Aan Zee in the initiation and conclusion of contracts.

### Bookings

1. With the telephonic, electronic or written booking you provide the landlord of the rental property, represented by the TUI Wolters, the conclusion of a binding contract. TUI Wolters reserves the right to accept the offer. A contract only materializes if the landlord you in writing, by telephone or confirm your booking by e-mail. Please note that in case of a later cancellation may incur cancellation fees. Upon booking, you accept the terms and conditions of sun and beach or by Aan Zee (AGB) and the switching conditions of the intermediary.  
The Terms of sun and beach or by Aan Zee can be found as a link at the respective object description. Prior to completion of booking you will be advised of these Terms and asked for confirmation.
2. When booking, the total number of persons (including children), as well as bringing pets (including the type / breed) must be displayed at holiday homes Aan Zee, the age of the traveler. Some units have a pet is allowed only on request, in rare cases, more than one animal. Customer special requests (eg different arrival time, special equipment, ordering of laundry, cleaning, etc.) can be entered in the free text field of the reservation.
3. For a successful booking, please contact TUI Wolters as a mediator an e-mail as a pre-confirmation. The invoice and all other information can be obtained subsequently by the landlord.
4. You, the customer, are committed to the confirmation of receipt immediately check for accuracy and to point TUI Wolters or the landlord to inaccuracy or deviation. Notes should be made within 3 days of receipt. Belated notification of inaccuracies can not be considered and will not be grounds for withdrawal from the contract.
5. If you have not received further confirmation within one week of receipt of our email, please let us know.
6. Basis for a book is the detailed description of the accommodation on the Internet, based on the information provided by the landlord. Selection criteria during the online search or in the short text



are for guidance only and may be changed in exceptional cases! In the detailed description, see photos - if any - information to further equipment / location and rental rates and associated costs. Information regarding the conduct of deposit, cleaning and linen can also be found, for example, under the terms of the landlord.

### Payment / travel documents

Please note that the detailed payment policies emerge from the relevant offer description. They will also called on the invoice / confirmation of the landlord.

### Cancellation / rebooking

1. Changes made by the tenant are after receipt of the first confirmation (usually by e-mail, but also by fax or phone). This cancellation charges will be payable according to the Conditions of the landlord.
2. The customer may at any time prior to departure to withdraw from the booked travel (cancellation). Relevant date of receipt of the cancellation notice by the landlord. For mature cancellation fees according to the terms of the landlord. We encourage you to resign to explain in writing / by e-mail.

### Notes on passport, visa, currency and health regulations

1. Each customer / traveler is responsible for compliance with all applicable domestic and foreign entry and exit, health, passport and visa requirements and, if necessary for the introduction of domestic animals themselves.
2. For instructions on this website for passport, visa, currency and health regulations, it is assumed that the customers are German citizens. If this is not the case, the customer apply them independently to the relevant competent embassy or consulate. As TUI Wolters respect to this information to the information of third parties (service providers or authorities) is dependent and the relevant provisions are subject to change at any time, TUI Wolters makes no representations or warranties as to the accuracy, completeness or timeliness of such information. The liability of TUI Wolters is excluded, unless made of their information was intentional or grossly negligent wrong.
3. Travel and security, entry requirements, health warnings, visa requirements, among others are available for you on the website of the Foreign Office available: [www.auswaertiges-amt.de](http://www.auswaertiges-amt.de) . If you can not find relevant information at the Foreign Office, please contact your embassy.

### Insurance

Travel insurance is also useful in other European countries, because even minor accidents quickly cause significant costs, which are not necessarily endorsed by the statutory insurance!

### Complaints

1. If during your trip unexpectedly encounter difficulties or should the booked accommodation is not properly find, please contact us immediately with the competent landlord or the local service office.
2. After your trip (please note here the statutory deadlines) you can send a further complaint to the landlord, preferably by mail. However, if you deficiencies are not already immediately, during your stay, the landlords have reported, the landlord this written complaint must consider not necessarily. **TUI Wolters will forward incoming rejections, has as a mediator but no decision-making power.** address and telephone number of the landlord, refer to your travel documents.

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