

## Terms and conditions for vouchers

Our terms and privacy policy applies to the purchase of vouchers. Furthermore, the following terms apply:

### Purchase

“Verliebt in Halle – Classic/Premium” (In love with Halle):

The voucher can be paid for in the Tourist Information office with cash or with your debit resp. your credit card . Alternatively, it can be ordered by e-mail or via phone after which you will receive an invoice. Shipping of the voucher takes place following receipt of payment.

Other intermediary services:

The voucher purchase is made as part of our mediation of offers from service partners when booking excursion programs and other intermediary services. Payment in accordance with the agreement as part of the booking.

The specified prices when ordering/purchasing are inclusive of VAT and are due upon conclusion of the contract.

### Terms of use

- Each voucher is linked to concrete benefits. The voucher makes you eligible to use these services. The respective services are listed on the voucher.
- You are not entitled to cash refunds for vouchers, voucher balances or unused parts of the included services.
- Each voucher can only be used once.
- Vouchers cannot be exchanged
- Resale and reproduction of the vouchers are not allowed.
- Vouchers cannot be redeemed for the purchase of additional vouchers.
- Multiple vouchers cannot be combined, meaning that only one voucher per customer and service can be redeemed.
- Loss of the voucher does not entitle to compensation. Stadtmarketing Halle (Saale) GmbH does not assume liability.
- Non-use of the voucher does not entitle to compensation.

- If there is insufficient balance on the voucher to cover the payment, then the remaining amount can be paid by any other means of payment that we accept.
- No redemption of vouchers for services already used or currently being performed is accepted.

### Redemption

Please mention the voucher number when making any type of reservation (telephone, mail, e-mail, fax or direct) for the “Verliebt in Halle – Classic/Premium” voucher.

The voucher must be physically presented when redeemed.

Stadtmarketing Halle (Saale) GmbH (SMG) must be notified of any postponements at least 8 days before the voucher expiry date. Please note that SMG or its service partners may charge fees in case of postponements or late cancellations, according to the terms and conditions.

If you do not show up for a booked appointment and have not canceled at least 8 days in advance, as outlined in the terms and conditions of SMG, the voucher and what it entitles to will expire without exception.

### Data protection

Personal information that you provide in connection with the voucher will be processed in accordance with the applicable provisions of the German Federal Data Protection Act and the Data Protection Directive of Stadtmarketing Halle (Saale) GmbH, accessible online at <http://www.halle-tourismus.de/wir-ueber-uns/agb/>.

### Right of withdrawal

You have the right to withdraw from the voucher agreement within fourteen days without stating reasons.

The withdrawal period is fourteen days from the date of agreement.

To exercise your right of withdrawal, you must write to:

Stadtmarketing Halle (Saale) GmbH  
Marktplatz 13  
06108 Halle (Saale)  
Fax: +49 (0)345 122790  
Tel .: +49 (0) 345 1227922  
E-mail: [info@stadtmarketing-halle.de](mailto:info@stadtmarketing-halle.de)

by way of unambiguous declaration (e.g. by mail, fax or e-mail) to inform us of your decision to withdraw from the voucher agreement. You can use the withdrawal found on our website (<http://www.halle-tourismus.de/wir-ueber-uns/agb/>) but it is not mandatory.



To meet the withdrawal deadline, you are required to send us your statement concerning your right of withdrawal before the withdrawal period ends. You carry the burden of proof of the timely dispatch of your statement of withdrawal.

Important note: The right of withdrawal expires with immediate effect if the voucher is redeemed before the end of the withdrawal period.

In case you withdraw from the voucher agreement, we shall be obliged to refund you all the payments that we have received from you, including delivery costs, within fourteen days from the date on which we received the notification of your agreement withdrawal. For this repayment we shall use the same method of payment that you used in the original transaction, unless explicitly agreed otherwise. In no case will you be charged fees for this repayment.

You must return (or give) the voucher to us immediately but not later than 14 days from the date on which you informed us of your agreement withdrawal [Stadtmarketing Halle (Saale) GmbH, Marktplatz 13, 06108 Halle (Saale)]. The deadline is met if you have sent us the voucher(s) before the 14-day-deadline has expired. You will bear the costs for returning the voucher.

#### **Validity/return**

The vouchers have a validity of three years, starting with the end of the calendar year in which you purchased your voucher. During this period of validity of the voucher may be redeemed.

Stadtmarketing Halle (Saale) GmbH may declare the voucher void if the client violates these conditions or the voucher is used in any other inadmissible way.

If you exercise your right to return the voucher after this limitation has expired, the purchase price minus a reduction will be refunded.

#### **Applicable Law**

The use of the voucher is subject to German law. There is no legal recourse.