General Terms and Conditions of Trade (GTCT) for the Sale of Vouchers on the Online Voucher Portal of Steigenberger Hotels GmbH

1. Scope

These general terms and conditions of trade (GTCT) apply for the sale of vouchers on the online voucher portal of Steigenberger Hotels GmbH at hrewards.com.

2. Contracting partners

Only people over the age of 18 are authorised to buy on our online voucher portal.

The agreement is formed between you as the buyer and
Steigenberger Hotels GmbH
Lyoner Straße 25, 60528 Frankfurt am Main, Germany
Board of Directors: Oliver Bonke, Choon Wah Wong
Register court: Frankfurt am Main district court, HRB 129131
as the seller.

3. Formation of the agreement, languages of the agreement

The products (vouchers) shown on our online voucher portal are to be considered only as an invitation to order. They represent no binding offer.
With your order by clicking on the "Buy Now" button, you submit a binding offer to form a sales agreement for the selected voucher(s). You will then immediately receive a confirmation of receipt of your order to the e-mail address you have given.

The seller accepts your order by providing the ordered voucher to you for downloading and printing (print@home) on the online voucher portal and digitally by e-mail. After corresponding telephone order through the Steigenberger central reservation service on tel.: +49 69 665 64460 from Monday to Friday and 9 a.m. to 6 p.m., the voucher ordered can also be sent by post to the address you have given. In the latter case, the seller is not liable for any delays in the delivery of the voucher by post.

The sales agreement can be formed in the following languages: German and English. Input errors during the order process can be corrected by using the "Back" button then re-entering.

4. Right of revocation

You have the right to revoke this contract within 14 days without stating reasons.

The 14-day revocation period commences on the day on which you or a third party nominated by you, who is not the carrier, take(s) possession of the goods. In order to exercise your right of revocation you need to inform us, Steigenberger Hotels GmbH, Lyoner Straße 25, 60528 Frankfurt am Main, Germany, email: info@steigenberger.com, by way of an unambiguous declaration (e.g. a letter sent by mail or email) of your intention to revoke this contract. You may, if you wish, use the enclosed sample revocation form for this purpose.

Your notification of exercise of the right of revocation is considered to have been submitted in time if it is dispatched prior to the expiry of the revocation period.

Consequences of revocation

If you revoke this contract we will refund all payments we have received from you without delay and at the latest within 14 days of the day on which we receive your notice of revocation of this contract. We use the same payment method used in the original transaction to provide the refund unless we have expressly agreed otherwise; in no event will you be charged any fees related to this refund.

5. Payment terms

The purchase price for the voucher may be paid by credit card or online remittance.

6. Redemption of the vouchers

These vouchers can be redeemed in all participating hotels. Under https://www.deutschehospitality.com/lp/vouchers you can see all participating Hotels.

A cash payment for the value of the voucher is not permitted.

If the price of the service for which the voucher is redeemed is less than the value of the voucher then the person redeeming the voucher will receive a voucher for the difference in the hotel. The validity period of the voucher for the difference corresponds to the remaining validity period of the original, only partially redeemed voucher.

The right to redeem the voucher expires within 3 years from the end of the year in which the voucher was issued (according to the issue date).

7. Exclusion of commercial or trade resale of vouchers of Steigenberger Hotels GmbH

7.1 Any commercial or trade resale of the purchased vouchers as well as discount codes of Steigenberger Hotels GmbH is prohibited - the sale of the vouchers is therefore exclusively for private, non-commercial use by the customer. The commercial and business sale of vouchers is reserved solely for Steigenberger Hotels GmbH, unless you enter into a written agreement with Steigenberger Hotels GmbH to the contrary.

7.2 The customer is prohibited in particular from
a) publicly offer vouchers at auctions (in particular on the internet, e.g. on Ebay) and/or on sales platforms not authorized by Steigenberger Hotels GmbH, b) to pass on vouchers at a higher price than the price paid, c) to sell or pass on vouchers to commercial resellers and/or voucher dealers, d) to use vouchers or have them used commercially or commercially without the express prior written consent of Steigenberger Hotels GmbH, in particular for the purposes of advertising, marketing, as a bonus, as a promotional gift, prize or as part of an unauthorized hospitality or travel package.

7.3 Permissible passing on: A private passing on of a voucher for non-commercial reasons is permissible if there is no case of impermissible passing on in the sense of the regulation in section 7.2.

7.4 Measures in the event of impermissible passing on: In the event of one or more violations of the regulations in section X.2 and/or other impermissible passing on of vouchers, Steigenberger Hotels GmbH is entitled to cancel the vouchers concerned and to refuse the voucher holder the use of the voucher without compensation.

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