



General terms and conditions (terms of brokerage) of Wolfsburg Wirtschaft und Marketing GmbH (GTCs)

1. General

The general terms and conditions apply to all reservations made through the reservation system Deskline, unless special arrangements have been agreed, which must be communicated to the customer in writing on the reservation confirmation form.

2. Contractual relations

Wolfsburg Wirtschaft und Marketing GmbH (hereinafter referred to as "WMG") brokers accommodation and other tourist services between the customer (hereinafter referred to as the "Guest") and the accommodation provider. All contracts are directly and exclusively between the Guest and the respective accommodation provider.

The WMG is authorised by the accommodation provider to accept reservations.

The brokerage of the accommodation is free of charge for the Guest.

3. Binding reservations

Reservations are in principle binding. The Guest and the accommodation provider, insofar as this is agreed, are subject to the applicable general terms and conditions of the accommodation provider.

It should be noted that a statutory right of withdrawal does not generally exist for room reservations under distance-selling rules.

The accommodation contract – concluded by confirming the reservation – obliges the Guest to fulfil the contract, regardless of the duration of the contract concluded. This applies even if the room is not used. If the room is not used, the expenses saved by the host and the income from renting the room to third parties are to be included in the calculation.

The accommodation provider undertakes to make the reserved room available and to render the agreed services.

4. Changes to the contract and cancellations

Changes to the contract and cancellations must be made in writing. The cancellation conditions of the respective service provider apply. Moreover, changes to the contract, amendments to the reservation and cancellations may only be made with the mutual agreement of the Accommodation Provider.

5. Arrival/departure

Please note the arrival and departure times given on the reservation confirmation form. If desired, an earlier arrival and a later departure by arrangement with the accommodation provider be agreed.

If you are to arrive after 18:00, the accommodation provider must be informed thereof beforehand. In the case of late arrivals (after 18:00) the accommodation is entitled to give the room to a third party, if the reservation is not a guaranteed one.

6. Presentation and selection of accommodation providers

The descriptions of the services and accommodation found via Deskline constitute a non-binding offer. The content is the responsibility of the respective accommodation provider itself. The Guest accepts that the content given may contain errors, and that the data regarding the provider concerned may not have been updated.

The descriptions of the services and accommodation are deemed binding if a contract between the service provider and the Guest comes into effect.

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