

General terms and conditions

for the purchase of vouchers

Condition of Sales and Delivery

I. Definition

(Value) Voucher = Voucher with a specific nominal value that can be used as payment for services at The George-Hotel Hamburg GmbH.

II. The contract is entered into with The George-Hotel Hamburg GmbH and becomes valid upon payment for the voucher.

III. Orders

To keep order costs as low as possible and to speed up the forwarding you may pay for the monetary vouchers by credit card or Pay Pal and have the voucher sent to you by e-mail for free.

Vouchers can also be sent with the postal services. For postal delivery, shipping costs will be added.

Please find additional costs here: <https://shop.thegeorge-hotel.de/en/postage-costs>

Vouchers have a unique barcode that is required for the redemption of the voucher. The customer is solely responsible for the security and safekeeping of the voucher. The George-Hotel Hamburg GmbH is not liable for misuse of the vouchers. Each voucher code may only be redeemed once. In case of copying the voucher The George-Hotel Hamburg GmbH will accept the first voucher that is presented as original.

IV. Minimum age

Only persons who are 18 years of age or older may make purchases in our online shop.

V. Prices and products

1. The purchased voucher with their respective value may not be redeemed for cash.

2. If the price of the product or service is lower than the nominal value of the voucher, the consumption is recorded in the system of the The George-Hotel Hamburg GmbH and the remaining credit remains on the voucher.

2. A tax invoice can only be issued at the actual time of the provision of services, i.e. when the voucher is redeemed.

3. No liability will be assumed for late delivery via the postal services.

4. The voucher is only valid, when the full payment is transferred.

5. The voucher is valid for 3 years + rest of the year it was issued.

VI. Vouchers include the legally applicable VAT. Invoicing is made upon redemption of the monetary voucher.

The George –Hotel Hamburg GmbH

Barcastraße 3 . 22087 Hamburg . Fon +49(0)40 2800 30-0 . Fax +49(0)40 2800 30-30 . info@thegeorge-hotel.de . www.thegeorge-hotel.de

ODDO BHF . IBAN DE55 5002 0200 0050 0230 35 . Swift BHFBDDEFF500 . USt-IdNr. DE256497532

GF: Kai Hollmann . Sitz und Gerichtsstand Hamburg . HRB 102328

VII. In the case of **images and illustrations**, the actual product for sale may differ. Errors and omissions in the product are excepted.

VIII. Data security and protection

Your security has top priority. For this reason, when payment is made by credit card or Paypal data such as credit card number, bank sorting code, account number, name and address are transferred via a secure SSL to our Partner "INCERT e-Tourismus GmbH & Co. KG, Leonfelder Straße 328, A-4040 Linz". This ensures that no unauthorised persons can read the data you enter during the transfer. For added security in the voucher shop, we use several additional security measures. Your data is electronically processed by us.

IX. Loss

In case of loss, theft or damage the The George-Hotel Hamburg GmbH will not replace vouchers.

X. Personal information

By providing your personal information (including, but not limited to, your e-mail address), you as buyer agree to the collection, storage and processing of the information entered in the online form. As a buyer, you expressly agree to the storage of this information.

XI. Applicable law and place jurisdiction

The laws of the Federal Republic of Germany apply. It is agreed that the court competent for the registered seat of The George-Hotel Hamburg GmbH will have jurisdiction.

Contract Withdrawal

I. Right of withdrawal

You have the right to withdraw from this contract within 14 days without stating any reasons. The period for this right of withdrawal is 14 days from the day on which you, or a third person who was designated by you and who is not the carrier or shipper, took possession of the goods. If you wish to make use of your right of withdrawal, you must inform us in writing at

The George-Hotel Hamburg GmbH
Barcastraße 3
22087 Hamburg
F: + 49 40 2800 300
info@thegeorge-hotel.de

by means of an unmistakable and unambiguous declaration (e.g. a letter sent by mail, a fax or an e-mail) of your decision to withdraw from this contract. In order to comply with the period of time set for this right of withdrawal, it is sufficient for you to send us the notification that you are exercising this right of withdrawal before the end of the period allowed for the right of withdrawal.



II. Redemption of a voucher or ticket before the expiry of the withdrawal

It is no longer possible to withdraw from this contract if vouchers are partially or fully redeemed or if they have been used within the 14-day withdrawal period.

III. Consequences of withdrawal

If you withdraw from this contract, we must reimburse to you all payments received from you, including the shipping costs (with the exception of any additional costs incurred if you chose a form of shipment other than the cost-effective standard form of shipping that we offer), within a maximum of 14 days from the day on which we receive the notification of your withdrawal from this contract. The reimbursement will be made using the same form of payment used by you in the original transaction.

The George –Hotel Hamburg GmbH

Barcastraße 3 . 22087 Hamburg . Fon +49(0)40 2800 30-0 . Fax +49(0)40 2800 30-30 . info@thegeorge-hotel.de . www.thegeorge-hotel.de

ODDO BHF . IBAN DE55 5002 0200 0050 0230 35 . Swift BHFBDDEFF500 . USt-IdNr. DE256497532

GF: Kai Hollmann . Sitz und Gerichtsstand Hamburg . HRB 102328