

General Conditions for Travel

The following Terms and Conditions regulate the contractual relationship between you as traveller who makes use of the service of Reichardt Germany, Berliner Str. 3, 63477 Maintal, Germany, (hereinafter referred to as: Reichardt) and Reichardt as your tour operator and/or travel organiser.

I. Completion of the travel booking contract, confirmation of booking

Via your travel application, you are offering Reichardt, in a binding manner, the opportunity to close a travel agreement. This can be done in writing, electronically, orally or by telephone. In case of electronic bookings, Reichardt acknowledges the receipt of the booking immediately by electronic means. This acknowledgement does not constitute confirmation of the acceptance of the booking order. The travel agreement will only become binding from the time that we confirm the reservation and the price to you. Payments towards the travel price can only be made upon issuance of the insurance policy (Sicherungsschein) as per § 651 k para. 3 BGB. 20% of the total costs of the reservation are to be paid upon confirmation of the booking. The prepayment will be counted against the price of the journey. The outstanding balance becomes due upon receipt of the complete travel documents, however, no earlier than 21 days before departure.

II. Services

The extent of the services included in the contract is completely limited to the description given in the respective Reichardt brochure and/or our written offer. If a preparatory meeting takes place, the additional details agreed upon during such meeting will also become part of the travel contract. The information given in the brochure/the written offer is binding for us. However, we expressly reserve the right to change details in the offer before completion of the contract for objectively authorized, significant and unpredictable reasons. You will certainly be informed of any such change before the departure.

III. Contract alterations

You will be made aware of changes and deviations of individual travel services from the agreed content of the travel contract which become necessary after conclusion of the contract at the earliest possible time, and you will be entitled to withdraw from the travel contract at no charge. This applies to a change of the travel route, a change of hotels, or changes to the museums, monuments, natural preserves etc. we originally intended to visit.

IV. Cancellation by customer, change of reservation, change of person travelling

You are entitled to cancel your travel arrangement at any time. It is recommended to declare the cancellation in writing. If you withdraw from the travel contract, we are entitled to a reimbursement for the travel arrangements already made and for our expenditures as per the following table:

Up to 30 Days before departure 20 %, but at least 60,-- € p. Person,
29 - 21 days before departure 30 %,
20 - 14 days before departure 50 %,
14 - 7 days before departure 75 %,
6 - 1 days before departure 90 % and on the departure day or in case of no-show 100 % of the travel price.

The receipt of the cancellation notice by Reichardt is relevant. If we receive the notice after closing time (Monday–Friday 6pm), we will consider it as received only at the beginning of the next working day. In any case, you are entitled to prove to Reichardt that no loss or a substantially lower loss was the result than the stipulated charges.

We highly recommend that you effect insurance for such travel cancellation expenses. You will receive the relevant documents from us with your booking confirmation.

Up until the departure day, the traveller can request that a third person enters into the rights and obligations of the travel contract instead of him/herself. If a third person should enter into the contract then both s/he and the original traveller are jointly liable to the travel organiser for the payment of the costs of the travel arrangements and any additional costs which may be incurred.

V. Services not consumed

If you are unable to consume certain travel services because you had to end your stay before the planned date or for other urgent reasons, we will try to obtain a refund for the unused services from our suppliers.

VI. Cancellation by travel organiser

We reserve the right to cancel the travel contract up until 3 weeks before the departure date at the latest if the required minimum number of 15 participants necessary to operate the trip has not been reached. The minimum number of participants required may vary from one trip to another and is clearly stated in the travel brochure. In this case, all participants will receive a full reimbursement of all payments already made. Alternatively, you have the right to participate in another trip organised by Reichardt.

VII. Annulment of contract due to unusual circumstances

If the travel arrangements are endangered or negatively affected by circumstances beyond our control which were unforeseeable when the contract was completed (war, civil unrest, natural disasters etc.), then both you as the traveller and we may terminate the contract. In this case, we will undertake everything possible to ensure your immediate return to Germany. Additional costs arising will be borne by the traveller and Reichardt in equal parts.

VIII. Liability of travel organiser

Reichardt is liable within the scope of the due diligence of a prudent businessman for:

1. the precise planning of the travel arrangements
2. the careful selection and control of the suppliers
3. the accuracy of the description of all the travel services as they appear in this brochure, providing that the travel organiser has not advised a change in the details before the completion of the contract, as mentioned in paragraph 3
4. the proper delivery of agreed services

We are not liable for external transport services, including all transfers, flights, ferry crossings and coach tours. Liability for such transport services lies with the respective commissioned company. If difficulty occurs in this respect, we will endeavour to seek remedy or substitution.

IX. Warranty

If the trip is not performed according to contract, you as traveller may require a remedy. We may deny this, if it requires a disproportionate effort. We may also create the remedial action by offering an equivalent replacement service.

X. Limitation of Liability

Our contractual liability for damages other than personal injury is limited to three times the tour price, if the damage was not caused intentionally or through gross negligence by us. This liability does not pertain to claims for damages because of bodily injury, sickness or disease, or death.

XI. Obligation to cooperate

You are obliged to cooperate in case of disturbances within the scope of legal provisions, in order to avoid or minimize possible damage. In the unlikely event of complaints, these are to be notified immediately to the local representative of Reichardt who will endeavour to provide remedy. Within your lawful statutory rights, you are obliged to allow us an appropriate period of time to provide such remedy.

XII. Passport, visa and health regulations

Reichardt will inform German nationals about passport, visa and health requirements and any changes prior to departure on request. Citizens of other countries have to contact the relevant consulate.

XIII. Photo, sound and video recordings

It is implied that you agree to us taking photos or videos during our trips which might be published afterwards unless you have explicitly told us otherwise before departure.

XIV. Validity and Jurisdiction

All information given in our brochures correspond to the information available to us at the time of publication. Changes of such details are possible until the contract is closed. Should any part of this contract be or become invalid, the validity of the remaining contract shall remain unaffected. The travel contract closed between you and Reichardt is subject to the laws of the Federal Republic of Germany.