

General terms and conditions of Hahn Airport (TRIWO Hahn Airport GmbH, THAG) for the online parking space reservation system

The following General terms and conditions shall apply as amended from time to time for the pre-booking of a parking space at parking lots PD, P1, P2 or P3, of the TRIWO Hahn Airport GmbH (THAG) via the online parking space reservation system.

1. The provision of the online parking space reservation system shall not constitute a legally binding offer by THAG, it shall solely constitute a non-binding invitation towards the customer to submit an offer for the conclusion of a rental agreement.
2. By submitting the reservation via the online parking space reservation system, the customer makes an offer for the conclusion of a rental agreement regarding a parking space.
3. Acceptance of this offer shall be made via confirmation by THAG which shall be given after the submission of the offer (booking confirmation). The valid parking fee of the used parking area will be charged from the end of the reserved parking period on.
4. By conclusion of the rental agreement for a parking space, THAG undertakes to cede to the customer the right of use of a parking space on the parking lot specified in the booking confirmation for the period specified in the booking confirmation against prepayment of the parking fee stated in the booking confirmation. However, the customer is not entitled to any specific parking space. A height restriction of 2.20m applies to car park PD; no height restriction applies to the other parking areas.
5. Bookings via the online parking space reservation system can be made up to 6 hours prior to the desired start of the parking period (advance booking period).
6. Subject matter of the agreement is the rental of a parking space according to the booking confirmation.
7. Surveillance, control, safekeeping and providing insurance cover shall not be subject matter of the agreement. Even though personnel of THAG is present on the parking lots, this shall not involve the assumption of liabilities or care, especially not regarding theft or damages. The automated pay-stations and the entry and exit areas are video controlled by means of optical-electronic devices (video control). Responsible body for video controlling in terms of the General Data Protection Regulation and the Federal Data Protection Act is TRIWO Hahn Airport GmbH, Gebäude 890, 55483 Hahn-Flughafen.
8. The parking fee shall be due immediately at the moment of booking and payable by credit card (VISA or MasterCard). The prices are inclusive of Value added Tax (VAT).
9. The customer may cancel his booking at the parking lots PD, P1, P2 and P3 according to the following rules when he acted as a consumer within the meaning of § 13 BGB during the conclusion of the rental agreement of the parking space. Consumer means any natural person who enters into a legal transaction for purposes which can't be assigned to neither commercial nor independent professional activity.

Conditions:

a) **Right of revocation:** The customer may revoke his contract (booking) within 14 days after the receipt of the booking confirmation without giving reason in writing (letter or email). The time limit begins after the receipt of this notification in writing, but not before the conclusion of the contract and also not before the information requirements are fulfilled.

b) **Revocation period:** 14 days. The time limit is met if the revocation is sent within the time limit.

c) **The form of revocation:** The revocation must be sent to the contact below in writing, stating the date.

For bookings via www.hahn-airprt.de revocation to:

TRIWO Hahn Airport GmbH, Parkierung, Gebäude 890, 55483 Hahn-Flughafen, E-Mail: parken@hahn-airport.de,

For bookings via www.parkvia.com revocation to: customer.service@parkvia.com

d) **Consequences:** In the case of cancellation, all payments received from you will be refunded promptly and no later than 30 days from the date on which your revocation is received. For repayment, we will use the same means of payment as you used in the original transaction, unless expressly agreed otherwise with you. In no case we will charge you fees for the repayment.

After the beginning of the agreed parking period or after the end of the revocation period, a revocation is no longer possible.

Model Revocation Form (If you want to revoke the reservation, please complete the following form and send it back to us.) to

TRIWO Hahn Airport GmbH, Gebäude 890, 55483 Hahn-Flughafen, / E-Mail: parken@hahn-airport.de

Hereby I/we revoke (*) the concluded contract concerning parking service delivery

-booking number

-ordered at - name address of the client(s)

-address of the client

-signature of the client(s) (in case of paper form)

-date

(*) please delete inappropriate parts

-end-of instruction-

10. In case of any reasons, which lie in the responsibility of THAG, the provision of a parking spot to the customer in particular cases is not possible, the refundable parking fees will be refunded in total sum.
11. When entering the car park, the customer must drive right up to the entrance barrier of the booked parking space. The licence plate number is then automatically registered at the barrier and the customer receives a ticket with the corresponding booking number. The ticket must be taken from the exit slot of the barrier and kept until the exit. The barrier will then open automatically. If the barrier does not open automatically, hold the QR code, which can be found at the top right of the booking confirmation, to the scan area of the barrier or alternatively press the intercom button on the entrance barrier to speak to the service staff.
Important: In the event of barrier malfunctions, avoid taking a new ticket at all circumstances, as this will trigger a second booking! In the case of bookings via www.parkvia.com, the refund that then has to be made involves considerable effort.
12. At the exit of the parking, the customer shall likewise use the ticket, which he received at the entrance and introduce it in the ticket slot of the exit column. In case of non-acceptance of the ticket, the customer is requested to contact the service staff via the call button on the exit column.
13. According to 4. an unspecified parking space in the agreed parking area, referred to in the booking confirmation, is reserved for the customer. The customer must use this car park. Should the customer accidentally drive onto another parking area as the parking space referred to in the booking confirmation, (e.g. the actual use of the parking space doesn't match with the booked timeframe, or the used parking space is on another parking area as booked, or the QR-Code was not used at the entrance) and the customer hasn't revoked the reservation in time, there is no legal right to the refund of a fee by THAG. Furthermore, there is no entitlement to a refund by THAG in case of the usage of another parking area -with a higher parking fee- as booked. At the request of the customer, THAG investigates whether the customer receives a parking voucher in the amount of the paid refundable parking fee minus a handling fee of 5.00 €. Taken into consideration are only applications in text form (letter or email) that are made within the timeframe of 4 weeks after the booking period. At the end of the 4 weeks the right to submit an application is excluded.
14. In case the customer does not remove his vehicle after the expiry of the lease from the parking lot, he owes a use compensation in the amount of the local parking fee for the period up to the removal of the vehicle. As local customary applies the posted parking fee referring to the used parking area. The amount of indemnification has to be paid at the designated pay machines.
15. If a customer breaks an obligation incumbent on him/her under these GTC, e.g. drives into a car park other than the one booked and draws a new ticket, the customer will be charged a processing fee of **€25.00** due to the increased effort involved in processing and, if applicable, refunding the ticket.
In cases where the customer has made a reservation via Parkvia and contacts TRIWO Hahn Airport GmbH because of a complaint for which Parkvia would actually be responsible, e.g. because the QR code generated by Parkvia does not work and therefore a new ticket must be drawn, TRIWO will charge him a fee of **€ 15.00** for the increased processing effort. The customer can avoid this fee by submitting the corresponding complaint exclusively to the responsible Parkvia.
16. In addition, the parking guidelines, which must have been noticed prior to booking, are valid in their current version.
17. The place of jurisdiction is determined by the registered office of THAG. Should one or more provisions of these terms and conditions be or become wholly or partially invalid or impracticable, the remaining provisions shall remain unaffected. In this case, TRIWO Hahn Airport GmbH will replace the completely or partially ineffective or unenforceable provision by an effective or enforceable provision.

This translation is for information purposes only. In case of any differences to the German version, the German version will apply.

Contact: TRIWO Hahn Airport GmbH, Parkierung, Gebäude 890, 55483 Hahn-Flughafen,
E-Mail: parken@hahn-airprt.de

State: 01.04.2025