



General Terms and Conditions for Online Gift Certificate Purchases

I. General

1. These General Terms and Conditions apply to the online purchase of vouchers from Hotel-Restaurant Erich Rödiger GmbH.
2. Hotel-Restaurant Erich Rödiger GmbH does not recognize any terms and conditions of the customer that deviate from these terms and conditions in whole or in part, unless these have been expressly agreed to. Individual agreements remain unaffected by this.

II. Subject matter of the contract

1. These General Terms and Conditions apply to the purchase of vouchers. Vouchers can be purchased via our online shop. We offer value and service vouchers. The following applies to these:

Value vouchers

Value vouchers can be used to pay for all goods and services at Hotel-Restaurant Erich Rödiger GmbH. If the goods or services do not reach the amount of the value voucher, the difference will be noted on the invalidated voucher. There is no entitlement to a cash payment of the entire voucher or any remaining value voucher amount.

Service vouchers

Service vouchers are linked to specific services. The service voucher entitles the holder to use the respective services. The respective services are listed on the voucher.

If the service voucher entitles the holder to an overnight stay at the Hotel-Restaurant Erich Rödiger or the Berggasthof Banzer Wald, an additional reservation for the overnight accommodation is required to ensure availability on the day of arrival. The service voucher and the reservation confirmation must be presented at check-in.

There is no entitlement to cash payment for service vouchers or unused partial services of a service voucher.



III. Conclusion of contract

1. The offers on our vouchers do not constitute a binding offer on our part. Only your order of a voucher constitutes a binding offer. A contract is only concluded upon our acceptance of this order and order confirmation.
2. To conclude a contract via our online shop, a valid email address is required as well as – for payment purposes – a PayPal account or the selection of bank transfer as the payment method.

When paying via PayPal, the voucher will be activated immediately after payment has been made and can be printed out straight away.

If you choose bank transfer as your payment method, you will receive an email with our account details after completing your voucher purchase. The voucher can also be printed out immediately, but will only be activated once we have received the full payment. Payment by bank transfer must be made within 7 days. If payment is not received within this period, the voucher will be deactivated and the order canceled. Unpaid vouchers will not be activated and therefore cannot be redeemed.

During the ordering process, you also have the option of having the voucher sent to you by post by Hotel-Restaurant Erich Rödiger GmbH. Please note that you will no longer be able to print out the voucher once you have selected postal delivery. Vouchers sent by post must be presented in their original form when redeemed, even if you have printed them out yourself.

3. During the ordering process in our online shop, the terms and conditions for online voucher purchases, information on data protection, and information on the right of withdrawal can be viewed via a link to our website www.hotel-roediger.de and www.banzer-wald.de and can also be downloaded and saved as a PDF file. The ordering process will only continue once the customer has confirmed their agreement with the terms and conditions for online voucher purchases and their acknowledgment of the information on data protection and the right of withdrawal by ticking a box.
4. Input errors can be corrected when placing the order until the final confirmation of the order by clicking the purchase button using the delete and change function.



IV. Payment

1. The price for the vouchers stated on our website is a final price including the applicable sales tax.
2. The payment for the vouchers is due immediately upon ordering. Payment for the vouchers can be made via PayPal (with a PayPal account) or by bank transfer.
3. There are no additional fees for printing the vouchers yourself. The following additional fees apply for postal delivery:

Shipping within Germany
with Deutsche Post

EUR 2.20 per voucher order

Postal delivery is only possible within Germany.

V. Cancellation policy for consumers

Right of withdrawal

You have the right to withdraw from this contract within fourteen days without giving any reason.

The withdrawal period is fourteen days from the day on which you or a third party named by you, who is not the carrier, took possession of the voucher.

To exercise your right of withdrawal, you must inform us,

Hotel-Restaurant Erich Rödiger GmbH
Zur Herrgottsmühle 2
96231 Bad Staffelstein
Tel.: 09573 / 9260 or 09573 / 5963
Fax: 09573 / 926262 or 09573 / 5924
Email: info@hotel-roediger.de or info@banzer-wald.de

by means of a clear statement (e.g., a letter sent by post, fax, or email) of your decision to withdraw from this contract. You can use the attached sample withdrawal form for this purpose, but this is not mandatory.

To meet the withdrawal deadline, it is sufficient for you to send your notification of exercising your right of withdrawal before the withdrawal period expires.



Consequences of withdrawal

If you withdraw from this contract, we shall reimburse you for all payments we have received from you, including delivery costs (with the exception of additional costs resulting from your choice of a type of delivery other than the cheapest standard delivery offered by us), without delay and at the latest within fourteen days of the day on which we receive notification of your withdrawal from this contract.

We will use the same means of payment for this refund as you used for the original transaction, unless expressly agreed otherwise with you; in no event will you be charged for this refund. We may refuse to refund until we have received the voucher back or until you have provided proof that you have returned the voucher, whichever is earlier.

You must return or hand over the voucher to us immediately and in any case no later than fourteen days from the day on which you notify us of the cancellation of this contract. The deadline is met if you send the voucher before the expiry of the fourteen-day period.

You shall bear the direct costs of returning the voucher.

You shall only be liable for any loss in value of the voucher if this loss in value is attributable to handling of the voucher that is not necessary for testing its condition, properties, and functionality.

VI. Data protection

1. The personal data provided when ordering vouchers will only be collected, stored, and processed for the purpose of executing the contract and in compliance with the provisions of the General Data Protection Regulation (GDPR) and the Federal Data Protection Act (BDSG). Hotel-Restaurant Erich Rödiger GmbH is entitled to transfer personal data to third parties commissioned with the execution of the contract, insofar as this is necessary for the execution of the contract.
2. We would like to point out that data transmission over the Internet (e.g., when communicating by email) may be subject to security vulnerabilities. It is not possible to completely protect data from access by third parties.



VII. Final provisions

1. The law of the Federal Republic of Germany applies.
2. Should any provision of these General Terms and Conditions be invalid, this shall not affect the validity of the remaining provisions.



Cancellation form

If you wish to withdraw from the contract for the voucher(s), please fill out this form and send it back to:

Hotel-Restaurant Erich Rödiger GmbH

Zur Herrgottsmühle 2

96231 Bad Staffelstein

Tel.: 09573 / 9260 or 09573 / 5963

Fax: 09573 / 926262 or 09573 / 5924

Email: info@hotel-roediger.de or info@banzer-wald.de

I, _____, hereby revoke my
contract concluded by me on the / the vouchers:

with the following voucher number: (centered on the right side of the
voucher):

Ordered on: _____

Received on: _____

Name: _____

Address: _____

Place, date

Signature