

Conditions of travel

A. General Terms and Conditions of Business (TOB)

Please note that any and all contracts and agreements made with us are subject to our General Terms and Conditions of Business (TOB).

The following are integrate parts of the content of our TOBs:

- (1) **General Terms of Travel (ARB 1992)** recommended by the Trade Association of Travel Agencies in coordination with the Travel Agency Committee of the Political Consumer's Advisory Board, as modified in alignment to the amendment to the Consumer Protection Act FLG 247/93 and the Amendatory Warranty Law Act, FLG I N° 48/2001; as well as
- (2) the below **Complementary Conditions of the OÖ Touristik GmbH**.

B. Complementary Conditions of the OÖ Touristik GmbH:

1. OÖ Touristik GmbH as travel agent and/or travel operator

OÖ Touristik GmbH

Freistädter Straße 119

A-4041 Linz

Phone: +43-732/72 77 – 200

Company Register N° 88092y

Entry number in Register of Organisers published by the Federal Ministry of Economic Affairs:
1998/0129

2. Payment for the EUSAAT-Congress by bank transfer or credit card (VISA or Mastercard).

After your online booking you will receive a booking confirmation from OÖ Touristik GmbH within 5 days per email.

Hotel bookings: The full amount has to be paid at least 5 working days prior arrival.

Registration: The full amount has to be paid 2 weeks after receiving the invoice.

If the invoice amount won't be on the bank account of OÖ Touristik GmbH on the due date, OÖ Touristik GmbH reserves the rights to cancel the booking.

The number of rooms available is limited, reservation will depend on the availability of the hotel and these prices are for this event.

Extra charges (telephone, minibar, meals, parking fee etc.) will be paid directly at the hotel.

All above mentioned prices are including all taxes as known at date of proposal.

In case of any changes on official taxes, we keep us the right to adapt prices.

If payments are transferred to our Austrian account, the customer will have to ensure that the Austrian bank fees will be charged to us. Foreign bank charges in the country of the customer will be borne by the customer.

3. Cancellation conditions

3.1

Before the start of EUSAAT-Congress, the customer is entitled to withdraw from the contract anytime. Such withdrawal has to be confirmed in a written form. In case of a withdrawal or no-show, we are entitled to charge the following cancellation fees (percentages refer to the relevant travel prices):

Hotel bookings:

- up to 28th days prior arrival: 20% of the total amount
- 27th to 14th days prior arrival: 30%
- 13th to 8th day prior arrival: 50%
- 7th to 4th day prior arrival: 70%
- from 3rd day and "no show": 90%

Registration:

- up to September 9, 2019: free of charge
- from September 10 to September 30, 2019: 50% of the total amount
- from October 1, 2019: 100% - no refunding

Change of booking

In case of any changes at the booking done by the customer (change of travel date, duration and transfer due to change of travelling person, etc.) until September 16, 2019 we will charge a processing fee of € 50.00 for each change in booking. Afterwards the cancellation fees are valid.

4. Liability

4.1 As regards third-party offers, we shall only be liable in our role as agent to the extent as defined in Part A of the ARB 1992.

4.2 For all damage – except injury to persons – we shall be liable as travel operator, in case we (or an individual person we are responsible for) have caused such damage with intent or gross negligence.

4.3 OÖ Touristik GmbH shall act as mediator only and cannot be held responsible for any loss incurred or any damage inflicted on persons or objectives irrespective of whatsoever cause. Only written agreements shall be valid. The place of jurisdiction shall be Linz. OÖ Touristik GmbH acts in the name and on behalf of: EUSAAT - European Society for Alternatives to Animal Testing, Laimbauerweg 15, 4225 Luftenberg, Austria. The client agrees that the personal data are processed electronically for the organisation and execution of this congress. The data will not be distributed to any third party not named or sold to anyone (EUSAAT DVR 0842842).

5. Passport, visa, foreign currency, customs and health regulations

The customer is responsible for his/her compliance with any and all passport, visa, foreign currency, customs and health regulations.

6. Complementary Conditions – Differences to the ARB 1992

The Complementary Conditions of OÖ Touristik GmbH shall apply in addition to the ARB 1992.

7. Securing travel prices

We inform you that Austria's travel operators are obligated to secure the travel prices paid by the customer to the travel operator according to Art. 7 of the EU Package-Travel Directive. The securing of customer payments is done by way of a bank guarantee (see invoice). This bank institute is obligated according to the agreed terms to guarantee and/or refund customer payments.

8. Securing customer payments

Based on the Travel Agency Decree StF FLG. II 316/99 including amendments from 2001, 2003 and 2006 according to the EU Directive 90/314/EEC. In case of any insolvency of the travel operator OÖ Touristik GmbH, payments already made for travel services that will not be provided anymore, as well as necessary expenses for return trips are covered by a bank guarantee of Raiffeisenlandesbank at Linz, Raiffeisenplatz 1, to an overall amount of EUR 445,020.23. In case of insolvency, assistance requests and reimbursement applications are to be submitted to Europäische Reiseversicherungs AG, Kratochwjlestrasse 4, A-1220 Vienna, phone +43/1/317 25 00, fax +43/1/319 93 67. Complete reimbursement applications must be submitted within 8 weeks. The submission must be documented. Otherwise all claims will be dismissed.