

General Terms and Conditions for Service Vouchers

1. Vouchers may only be redeemed in the Lindner Hotels AG hotel properties listed on the voucher.
2. Gift vouchers are valid until the end of the third full calendar year after the date of issue.
3. If a gift voucher is not redeemed, the holder is not entitled to a refund.
4. In the event that a gift voucher is lost, the holder is not entitled to a replacement.
5. Service vouchers may not be encashed for their face value or for any remaining balance.
6. Due to continuous updates to prices and special offers, Lindner Hotels AG is entitled to decline to honour the fulfilment of a specific service indicated on a gift voucher effective at the end of the calendar year following the date of issue of the voucher. The option of redeeming the face value of the voucher by availing of an alternative service shall remain unaffected.
7. The face value of the voucher may also be redeemed via other services offered by the hotel property specified on the voucher, including services not listed on the voucher.
8. If an alternative service is redeemed using the voucher and if the full face value of the voucher is not redeemed, the customer is not entitled to request payment of the remaining balance in cash. The customer is merely entitled to receive a new voucher, issued with the same expiration date as the previous voucher.
9. Payment for alternative services which exceed the face value of the voucher shall be settled accordingly.