

Terms and conditions of use

as of 1 March 2021

1. Entry into the parking garage and parking is only allowed for cars and station wagons without trailers, if the total height does not exceed 2.00 meters.
2. When entering the parking garage or the parking lot, the driver of the vehicle shall stop in front of the barrier and either draw a parking ticket with date and time manually or by using the QR code sent in connection with an online reservation, or operate the entry station by means of the long-term parking permit card, the keytag, the credit card or the Eurocheque card. Upon receipt of the parking ticket or when using the long-term parking permit card, credit card or Eurocheque card, a rental agreement is concluded. The acceptance of the parking ticket or the use of the long-term parking permit card, the keytag, credit card or Eurocheque card constitutes the conclusion of a rental agreement, an integral part of which are these Terms and Conditions of Use and the Airport User Regulations. At the same time, consent is given for video recording to be made in sensitive areas, which in the event of damage or a criminal offense may be released to the authorities, offices and institutions dealing with or investigating the matter. The use of the parking garage and the parking lot is at the risk of the Customer. A security and safekeeping contract is not concluded. Flughafen Hannover-Langenhagen GmbH shall be liable for all damage caused by the company, its employees or agents. The customer is obligated to notify the valet service of any obvious damage before leaving the parking garage or the parking lot, as well as of any other damage immediately after discovery. Flughafen Hannover-Langenhagen GmbH is not liable for damage caused by other customers or third parties.

The customer is liable for all damage culpably caused to the lessor or third parties by himself, his employees, his agents or his companions. In addition, he is liable for culpably caused soiling of the parking garage or parking lot.
3. After opening the entry barrier, the driver must immediately proceed and drive to a parking space. The sign postings and instructions are to be followed exactly. The same applies to instructions given by Flughafen GmbH employees or agents. The vehicle must be parked in one of the designated spaces. Unhindered entry to and exit from the adjacent parking spaces must be possible at all times. The parked vehicle must be properly locked and secured. The parking facility or parking lot must then be vacated immediately.
4. The uninterrupted parking of the motor vehicle is allowed only up to the maximum period of two months. After the expiration of this period, the parking garage or parking lot user will be sent an invoice for the accrued fees. If the vehicle is not then collected within 14 days against payment of the invoice and the owner has threatened the sale of the deposit, or if the invoice cannot be delivered, Flughafen GmbH has the right to sell the vehicle and to settle the parking fees from the proceeds. Any surplus shall be kept available for a maximum of one year from the date of sale. Thereafter, the surplus shall be forfeited to Flughafen GmbH. For all claims arising from the rental relationship, Flughafen GmbH has a right of retention as well as a legal lien on the hired vehicle and its accessories.
5. Flughafen GmbH is entitled, at the user's expense and risk, to have the vehicle towed away for good cause, in particular to have the vehicle towed away, in particular
 - a) after the expiry of the maximum parking period
 - b) if the parked vehicle, due to its condition or standing, endangers or significantly obstructs other operations
 - c) if the vehicle is not registered or if the registration is withdrawn during the parking period.
6. No work of any kind may be carried out on the vehicle in the parking area. In particular, it is also forbidden
 - a) smoking and the use of fire
 - b) the storage of fuel, fire-hazardous objects and empty fuel containers
 - c) unnecessary honking of horns and disturbance of other users, e.g. by smoke and noise
 - d) unnecessary running or testing of engines
 - e) the setting of a motor vehicle with leaking tank, oil tanks, carburetor, etc.
7. Children are only allowed to enter the parking lot and the parking lot when accompanied and supervised by adults.
8. When collecting the vehicle, the parking fee due is to be paid at the automatic pay station. The person collecting the vehicle will receive an exit ticket for automatic opening of the barrier at the exit. After paying the parking fee and receiving the ticket, the person collecting the vehicle must remove the parked vehicle from the parking garage or the parking lot within 30 minutes. If the credit or Eurocheque card is used at the entry station, it must be used directly at the exit column, where a receipt will be issued. Only cashless payment by credit or Eurocheque card is possible at the automatic pay stations of the parking garages. Payment of parking fees with cash is only possible at a machine on the public arrival level of Terminal B in front of the Airport Service Center and at the parking garage cash desk in the Airport Service Center, which is open 24 hours a day.
9. In case of loss or damage to the parking ticket, a fee of €15.00 will be charged in addition to the parking fee.
10. If the EC card is used, the parking fee will be debited within the framework of the voucherless direct debit procedure without written direct debit authorization of the debtor. The account holder agrees that in the event of dishonor, this fact will be recorded in a blocking file and transmitted to other companies that are also affiliated with the EC direct debit procedure. Furthermore, the account holder agrees that the account-holding institute is entitled to inform Flughafen Hannover-Langenhagen GmbH of his/her address in the event of non-payment in order to pursue the claim.
11. The place of jurisdiction for all disputes is Hanover.