

General Online Contract Terms for Car Park Bookings

valid from 31.03.2025

1 Booking Process

- The website www.hannover-airport.de provides an online booking system for the use of car parks at Hannover-Langenhagen Airport. The system can be used to enter the date and time of the desired entry and exit as well as an optional voucher for the car park booking.
- Depending on the selection made, the customer will receive an offer for the available parking facilities, indicating the parking area, the distance to the terminal (approximate information) and the price for the parking space (including VAT).
- The customer can proceed with the booking as a registered customer, as a new customer or as a guest. As a new customer, the next step is to enter your personal details (name, address, e-mail address, contact details). New customers have the option to create a new account by entering a user name and password. If you are a registered and logged in customer, your personal details will be transferred from your account to the booking screen. If you are a guest user, your personal details will be stored for a one-off booking and will be deleted once the contract has been completed.
- Payment for the booking can only be made in advance by credit card. Depending on the payment method selected, the payment details will need to be entered.
- If the customer has taken a ticket (parking ticket) to enter the car park without using the QR code, he must pay the parking fee according to the prices displayed on site before leaving the car park at the pay machine or on site by presenting the ticket to the valet service at the Airport Service Centre.
- The QR code sent with the booking confirmation in digital or printed form serves as proof of access authorisation. Please note that it is essential to scan the QR code to enter the car park for online bookings.
- Before completing the booking, the customer will receive an overview of his selection and the personal and payment details he has entered. In order to complete the booking

it is necessary for the customer to take note of these General Online Terms and Conditions of Contract and Use and the Privacy Policy and to agree to their validity by ticking a box.

- The customer's booking is finalised when the online form is submitted by clicking the "Buy" button.
 - The customer can correct his entries at any time until the online form is sent by navigating back and forth between the different steps.
 - Further information on online car park bookings can be found in the "FAQ" section (frequently asked questions) at <https://www.hannover-airport.de/parken>.
 - The conditions of use for our car parks and parking areas can be found [here](#) and on the notice boards at the entrances to the car parks and parking areas.
- If you have any questions or technical problems in connection with online booking, please contact us by e-mail at parking@hannover-airport.de or by telephone at +49 (0) 511 977-0.

2 Conclusion of Contract / Free Cancellation

- The provision of the online booking system does not constitute a legally binding offer by Flughafen Hannover-Langenhagen GmbH (hereinafter referred to as the lessor), but merely a non-binding invitation to the customer to submit an offer to the lessor for the conclusion of a rental agreement.
- By submitting the online contract form, the customer makes a binding offer to conclude a rental contract.
- Acceptance of this offer is made by means of an e-mail confirmation sent by the lessor immediately after the offer has been made (confirmation of contract). The confirmation is sent electronically to the e-mail address provided by the customer. The confirmation e-mail contains the declaration of acceptance of the offer with information on the booking and the entire content of the contract, i.e. also these General Terms and Conditions and

the invoice. The customer has waived the right to a paper copy of the contract prior to submitting his offer. Important: The customer undertakes to check his inbox, including any spam mailboxes, to see whether he has received the confirmation. If the customer has not received the confirmation, he should immediately contact the contact details given in section 1.11.

- Upon acceptance of the offer, a rental agreement is entered into between the customer and the lessor with the content of and in accordance with these General Terms and Conditions.
- As a general rule, the customer has the possibility of cancelling the reservation free of charge up to 12 hours before the start of the reservation period or of rebooking it once free of charge. If the customer has reserved a parking space in the exclusive area of Car Park 1, he can change his reservation free of charge up to the pre-booked entry time.
- If the reserved parking space cannot be made available to the customer for the requested period due to structural or official reasons or force majeure, the lessor reserves the right to transfer the customer to an equivalent parking space. If no equivalent replacement is available, the customer will be offered an alternative or the parking fee will be refunded in full.

3 Use of the Online Booking System

- In order to be able to meet the demand for parking spaces in the immediate vicinity of Hannover-Langenhagen Airport at reasonable prices, it is in the interest of the lessor as the provider of parking spaces to prevent unauthorised, commercial or commercial transfer and the corresponding offer of parking ticket bookings for parking spaces at Hannover-Langenhagen Airport at higher prices. The lessor is the primary provider whose online booking system at <https://webparken.hannover-airport.de> is used for the direct sale of parking tickets for the car park at Hannover-Langenhagen Airport. The authorisation of individual secondary providers is possible, but requires the express prior written

consent of the lessor. The booking of parking tickets via the lessor's online booking system is therefore only permitted for direct customers for non-commercial or commercial purposes. Any unauthorised, commercial or commercial (i.e. for profit) passing on or offering of these parking ticket bookings on the market is expressly prohibited. In particular, it is not permitted, a) to carry out unauthorised commercial or business parking ticket bookings for third parties in return for a service fee or other fee in the form of an agency (e.g. through automated real-time queries), regardless of whether the contract between the lessor and the business agent or the third party comes into effect, b) to pass on (e.g. resell) or offer unauthorised parking ticket bookings in return for a service charge or other fee (e.g. resale), in particular if the price is higher than the price according to the currently valid price list of the lessor, c) to pass on or offer unauthorised parking ticket bookings regularly and/or in a larger number for commercial or business purposes (e.g. to resell), to use or allow unauthorised parking ticket bookings to be used commercially or for business purposes.

- The lessor expressly reserves the right to claim damages in the event of a breach of the provisions of clause III.1.
- The data and information stored in the online booking system constitute a database within the meaning of § 87a UrhG (German Copyright Act) and are protected in favour of the lessor. Any use, reproduction or distribution of this database (in whole or in substantial part) without express licence is prohibited. Any unlawful interference with this exclusive right of the lessor will be prosecuted.