

# Travel conditions of Crystal Collegium Travel GmbH

Dear customers and travelers, the following provisions, if effectively agreed, are the content of the package travel contract concluded between the customer and Crystal Collegium Travel GmbH, hereinafter abbreviated as "CT". They supplement and complete the legal provisions of Sections 651a – y BGB (Civil Code) and Articles 250 and 252 of the EGBGB (Introductory Act to the BGB). Please read these travel conditions carefully before booking!

## 1. Position of CCT in brokered services

- 1.1. CCT's travel services generally do not include air transport to the event location. If the flight is not expressly stated in the travel advertisement as part of the package tour offered and carried out by CCT, CCT does not offer flight services as its own services, but rather as a brokered service in addition to the package tour.
- 1.2. Insofar as CCT arranges, in addition to the flight transport services, additional tourist ancillary services from other service providers (e.g. flight transport services plus a stay in the airport lounge) and these additional services from the other service provider do not make up a significant proportion of the total value of this service compilation and neither represent an essential feature of this service compilation of the service provider or of CCT itself are advertised as such, CCT only has the status of an intermediary.
- 1.3. As an agent, CCT has the status of an agent for related travel services, provided that the requirements for arranging related travel services from CCT are met in accordance with the legal provisions of Section 651w of the German Civil Code (BGB).
- 1.4. Without prejudice to CCT's obligations as a provider of related travel services (in particular handing over the legally required form and implementing customer money protection in the event of CCT's debt collection activity) and the legal consequences of non-fulfillment of these legal obligations, CCT is neither a tour operator if the requirements according to 1.2 or 1.3 are met still contractual partner of the contract for air transport that comes into being in the event of a booking. CCT is therefore not liable for the information provided by the brokered contractual partner regarding prices and services, for the provision of the service itself or for damages arising from these brokered services. Any liability of CCT arising from the brokerage contract and from legal provisions, in particular mandatory regulations on telemedia and electronic commerce, remains unaffected.
- 1.5. The position of agent obliges CCT to:
  - a) In the respective offer to provide a service, point out CCT's status as an agent, stating the provider and contractual partner in the case of booking
  - b) To show the price of the service provided separately from the price of the package tour
  - c) To issue the customer a booking confirmation corresponding to the above information, in which the price of the provided service is stated separately.
- 1.6. The above provisions remain unaffected by CCT's liability under the brokerage agreement.

## 2. Conclusion of the package travel contract; Obligations of the customer

- 2.1. The following applies to all booking methods:
  - a) The basis of CCT's offer and the customer's booking are the travel advertisement and the additional information from CCT for the respective trip, insofar as these are available to the customer when booking.
  - b) Travel agents and booking offices are not authorized by CCT to make agreements, provide information or make assurances that change the agreed content of the package travel contract, go beyond the travel advertisement or the services contractually agreed to by CCT or contradict it.
  - c) Information in hotel guides and similar directories that are not published by CCT are not binding for CCT and CCT's obligation to provide services, unless they have been made part of CCT's obligation to provide services by express agreement with the customer.
  - d) If the content of CCT's travel confirmation differs from the content of the booking, this represents a new offer from CCT, to which CCT is bound for a period of 7 days. The contract is concluded on the basis of this new offer to the extent that CCT has pointed out the change with regard to the new offer and has fulfilled its pre-contractual information obligations and the customer declares acceptance to CCT by express declaration or down payment within the binding period.
  - e) The pre-contractual information provided by CCT about essential characteristics of the travel services, the travel price and all additional costs, the payment modalities, the minimum number of participants and the cancellation fees (according to Article 250 § 3 numbers 1, 3 to 5 and 7 EGBGB) will only then not be valid Part of the package travel contract, provided this is expressly agreed between the parties.
  - f) The customer is liable for all contractual obligations of fellow travelers for whom he makes the booking, as well as for his own, insofar as he has assumed a corresponding obligation by express and separate declaration.
- 2.2. The following applies to bookings made verbally, by telephone, in writing, by email or by fax:
  - a) By booking, the customer makes a binding offer to CCT to conclude the package travel contract. The customer is bound to the booking for 14 days.
  - b) The contract is concluded upon receipt of the travel confirmation (declaration of acceptance) by CCT. Upon or immediately after conclusion of the contract, CCT will provide the customer with a travel confirmation that complies with the legal requirements on a durable data medium (which enables the customer to keep or save the declaration unchanged in such a way that it is accessible to him within a reasonable period of time, e.g. on paper or by email). Email), unless the traveler is entitled to a travel confirmation in paper form in accordance with Art. 250 § 6 Para. (f) Sentence 2 EGBGB because the contract was concluded in the simultaneous physical presence of both parties or outside of business premises.
- 2.3. When booking via electronic commerce (e.g. internet, app, telemedia), the following applies to the conclusion of the contract:
  - a) The electronic booking process will be explained to the customer in the relevant CCT application.
  - b) The customer has a corresponding correction option available to correct his entries, delete or reset the entire booking form, the use of which is explained.
  - c) The contract languages offered for making online bookings are indicated. Only the German language is legally relevant.
  - d) If the contract text is stored by CCT in the online booking system, the customer will be informed about this and about the possibility of later retrieving the contract text.
  - e) By pressing the "book with payment" button, the customer makes a binding offer to CCT to conclude the package travel contract. The customer is bound to this contract offer for 14 days from the sending of the electronic declaration.
  - f) Receipt of the booking will be confirmed to the customer immediately electronically.
  - g) Transmitting the booking by pressing the "book with payment" button does not constitute the customer's claim to the conclusion of a package travel contract in accordance with his booking details. Rather, CCT is free to decide whether to accept the customer's contract offer or not.
  - h) The contract is concluded when the customer receives the travel confirmation from CCT.
  - i) If the travel confirmation is made immediately after the customer has made the booking by pressing the "book with payment" button and the travel confirmation is immediately displayed on the screen (booking in real time), the package travel contract is concluded when this travel confirmation is received and displayed on the customer's screen, without any interim notification of receipt of his booking
  - j) is required if the customer is offered the option of saving on a durable data medium and printing out the travel confirmation. However, the binding nature of the package travel contract is not dependent on the customer actually using these storage or printing options. CCT will also send the customer a copy of the travel confirmation in text form.
- 2.4. CCT points out that according to the legal regulations (§ 312 Para. 7 BGB) for package travel contracts according to § 651a and § 651c BGB, distance selling (letters, catalogues, telephone calls, faxes, e-mails, messages sent via mobile phone service (SMS) as well as broadcasting, telemedia and online services), there is no right of withdrawal, but only the statutory rights of withdrawal and termination, in particular the right of withdrawal in accordance with Section 651h of the German Civil Code (see also section.6). However, a right of withdrawal exists if the contract for travel services according to Section 651a BGB was concluded outside of business premises, unless the oral negotiations on which the conclusion of the contract is based were conducted on the consumer's previous order; In the latter case, there is also no right of withdrawal.

## 3. Payment

- 3.1. CCT and travel agents may only demand or accept payments on the travel price before the end of the package tour if there is an effective insurance contract and the security certificate with the name and contact details of the insurer has been given to the customer in a clear, understandable and highlighted manner. After conclusion of the contract, a deposit of 20% of the travel price plus a one-off booking fee and additional services is due upon delivery of the security certificate. The remaining payment is due 28 days before the start of the trip, provided that the security certificate has been handed over and the trip can no longer be canceled for the reason stated in Section 8. For bookings made less than 28 days before the start of the trip, the entire travel price is due for immediate payment.
- 3.2. If the customer does not make the down payment and/or the final payment in accordance with the agreed payment due dates, although CCT is ready and able to properly provide the contractual services, has fulfilled its legal information obligations and the traveler has no legal or contractual right of set-off or retention, and if the traveler is responsible for the late payment, CCT is entitled to withdraw from the package travel contract after a reminder with a deadline and after the deadline has expired and to charge the traveler with cancellation costs in accordance with Section 6.

## 4. Changes to contract contents before the start of the trip that do not affect the travel price

- 4.1. Deviations from essential characteristics of travel services from the agreed content of the package travel contract, which become necessary after conclusion of the contract and were not brought about by CCT contrary to good faith, are permitted to CCT before the start of the trip, provided that the deviations are insignificant and do not affect the overall design of the trip.
- 4.2. CCT is obliged to inform the customer about changes to services immediately after becoming aware of the reason for

the change on a durable medium (e.g., also by email, SMS or voice message) in a clear, understandable and highlighted manner.

- 4.3. In the event of a significant change to an essential feature of a travel service or a deviation from the customer's special requirements that have become part of the package travel contract, the customer is entitled to either accept the change or to do so free of charge within a reasonable period of time set by CCT at the same time as notification of the change to withdraw from the package travel contract. If the customer does not expressly declare withdrawal from the package travel contract to CCT within the deadline set by CCT, the change is deemed to have been accepted.
- 4.4. Any warranty claims remain unaffected if the changed services have defects. If CCT had lower costs for carrying out the changed trip or a possibly offered replacement trip with equivalent properties at the same price, the difference must be reimbursed to the customer in accordance with Section 651m Paragraph 2 of the German Civil Code (BGB).

## 5. Price increase; Price reduction

- 5.1. In accordance with Sections 651f, 651g of the German Civil Code (BGB) and the following regulations, CCT reserves the right to increase the travel price agreed in the package travel contract if this occurs after the contract has been concluded.
  - a) increase in the price of passenger transport due to higher costs for fuel or other energy sources,
  - b) Increase in taxes and other charges for agreed travel services, such as tourist taxes, port or airport fees or
  - c) Changes in the exchange rates applicable to the package tour in question have a direct impact on the travel price.
- 5.2. An increase in the travel price is only permitted if CCT clearly and understandably informs the traveler in text form about the price increase and the reasons for it and informs them of how the price increase is calculated.
- 5.3. The price increase is calculated as follows:
  - a) If the price for the transport of passengers is increased in accordance with Section 5.1.a), CCT can increase the travel price in accordance with the following calculation:  
In the event of an increase based on the seat, CCT can demand the increase amount from the customer. Otherwise, the increased costs for fuel or other energy sources required by the transport company for each means of transport will be divided by the number of people transported. CCT can demand from the customer the resulting increase for each person transported.
  - b) If taxes and other charges increase in accordance with Section 5.1.b), the travel price can be increased by the corresponding pro rata amount.
  - c) If the exchange rates increase in accordance with Section 5.1.c), the travel price can be increased to the extent that the price has become more expensive for CCT.
- 5.4. CCT is obliged to grant the customer/traveler a reduction in the travel price upon his request if and to the extent that the prices, duties or exchange rates mentioned in Section 5.1.a) – c) have changed after the conclusion of the contract and before the start of the travel and this at lower costs for CCT leads. If the customer/traveler has paid more than the amount owed hereunder, the excess amount must be reimbursed by CCT. However, CCT may deduct the administrative expenses actually incurred by CCT from the additional amount to be reimbursed. Upon request, CCT must provide the customer/traveler with proof of the amount of administrative expenses incurred.
- 5.5. Price increases are only permitted when received by the customer up to the 20th day before the start of the trip.
- 5.6. In the event of price increases of more than 8%, the customer is entitled to either accept the change or withdraw from the package travel contract free of charge within a reasonable period set by CCT at the same time as notification of the price increase. If the customer does not expressly declare withdrawal from the package travel contract to CCT within the deadline set by CCT, the change is deemed to have been accepted.

## 6. Cancellation by the customer before the start of the trip; Cancellation costs

- 6.1. The customer can withdraw from the package travel contract at any time before the start of the trip. The withdrawal must be declared to CCT at the address given below; If the trip was booked through a travel agent, the cancellation can also be declared to them. The customer is recommended to declare the withdrawal in text form.
- 6.2. If the customer withdraws before the start of the trip or does not start the trip, CCT loses the right to the travel price. Instead, CCT can demand appropriate compensation if CCT is not responsible for the withdrawal. CCT cannot demand compensation if unavoidable, exceptional circumstances occur at the destination or in its immediate vicinity that significantly affect the implementation of the package tour or the transport of people to the destination; Circumstances are unavoidable and exceptional if they are beyond the control of the party invoking them and their consequences could not have been avoided even if all reasonable precautions had been taken.
- 6.3. CCT has set the following compensation rates considering the period between the declaration of cancellation and the start of the trip as well as considering the expected savings in expenses and the expected acquisition through other uses of the travel services. The compensation will be calculated as follows at the respective cancellation scale after receipt of the declaration of withdrawal:

### a) Bus travel and self-arrival

Cancellation up to 90 days before the start of the trip	20%
from the 89th day to 45 days before the start of the trip	50%
from the 44th day to 30 days before the start of the trip	60%
from the 29th day to 15 days before the start of the trip	70%
from the 14th day to 7 days before the start of the trip	80%
from the 6th day to 1 day before the start of the trip or in case of nonshow	90% of the travel price

### b) Air travel

#### 1. Cancellation costs for accommodation and program

Cancellation up to 90 days before the start of the trip	20%
from the 89th day to 45 days before the start of the trip	50%
from the 44th day to 30 days before the start of the trip	60%
from the 29th day to 15 days before the start of the trip	70%
from the 14th day to 7 days before the start of the trip	80%
from the 6th day to 1 day before the start of the trip or in case of nonshow	90% of the travel price

#### 2. Cancellation costs for the flight

The cancellation conditions specified by the airline apply here. These will be communicated to the travel participant together with the flight price when booking.

- 6.4. In any case, the customer is free to prove to CCT that CCT suffered no damage at all or that the damage was significantly lower than the flat rate compensation requested by CCT.
- 6.5. A flat rate compensation in accordance with Section 6.3. is deemed not to have been specified and agreed if CCT proves that CCT incurred significantly higher expenses than the calculated amount of the flat rate in accordance with Section 6.3. In this case, CCT is obliged to specifically quantify and justify the requested compensation, considering the expenses saved and the acquisition of any other use of the travel services.
- 6.6. If CCT is obliged to refund the travel price because of a withdrawal, Section 651h Paragraph 5 of the German Civil Code (BGB) remains unaffected.
- 6.7. The customer's legal right, in accordance with Section 651 e of the German Civil Code (BGB), to demand from CCT by means of a notification on a durable medium that a third party assumes the rights and obligations arising from the package travel contract instead of him, remains unaffected by the above conditions. Such a declaration is in any case timely if it is received by CCT 7 days before the start of the trip.
- 6.8. It is strongly recommended that you take out travel cancellation insurance and insurance to cover repatriation costs in the event of an accident or illness.

## 7. Rebookings

- 7.1. After conclusion of the contract, the customer is not entitled to make changes to the travel date, travel destination, place of departure, accommodation, type of food, type of transport or other services (rebooking). This does not apply if the rebooking is necessary because CCT has provided no, insufficient, or incorrect pre-contractual information to the traveler in accordance with Art. 250 § 3 EGBGB; In this case, rebooking is possible free of charge. If, in other cases, a rebooking is carried out at the customer's request, CCT can charge a rebooking fee from the customer for each traveler affected by the rebooking, provided the following deadlines are met. Unless otherwise agreed in individual cases before the rebooking is confirmed,

the rebooking fee is EUR 20 per affected traveler up to the start of the second cancellation phase for the respective travel type in accordance with the above regulation in Section 6.

7.2. The customer's rebooking requests that occur after the deadlines have expired can, if their implementation is possible at all, only be carried out after withdrawing from the package travel contract in accordance with Section 6 under the conditions and simultaneously re-registering. This does not apply to rebooking requests that only incur minor costs.

## 8. Unused service

If the traveler does not make use of individual travel services that CCT was willing and able to provide in accordance with the contract for reasons attributable to the traveler, he is not entitled to a pro rata refund of the travel price, unless such reasons do not allow him to do so in accordance with the statutory provisions would have been entitled to withdraw free of charge or to terminate the travel contract. CCT will endeavor to reimburse the service providers for the saved expenses. This obligation does not apply if the services are completely insignificant.

## 9. Withdrawal due to failure to reach the minimum number of participants

- 9.1. CCT can withdraw if a minimum number of participants is not reached in accordance with the following regulations:
  - a) The minimum number of participants and the latest date for receipt of CCT's declaration of withdrawal by the customer must be stated in the respective pre-contractual information.
  - b) CCT must state the minimum number of participants and the latest cancellation deadline in the travel confirmation.
  - c) CCT is obliged to immediately notify the customer of the cancellation of the trip if it is certain that the trip will not be carried out due to the minimum number of participants not being reached.
  - d) Withdrawal from CCT later than 28 days before the start of the trip is not permitted.
- 9.2. If the trip is not carried out for this reason, the customer will immediately receive a refund of any payments made on the travel price; Section 6.6 applies accordingly.

## 10. Termination for behavioral reasons

- 10.1. The tour operator assumes that the traveler behaves appropriately. This includes respecting the customs, customs, and laws of the host country, not violating the house rules of the hotel or the means of transport and not committing any crimes. If the traveler violates the rules, he or she will first be warned and, if this occurs again, he or she can be excluded from further travel without reimbursement of the travel price.
- 10.2. CCT can terminate the package travel contract without notice if, despite a warning from CCT, the traveler causes a lasting disruption or if the customer behaves in breach of contract to such an extent that immediate cancellation of the contract is justified. This applies to serious violations (e.g., criminal offenses, intentional bodily harm, damage to property, theft, misuse of narcotics, etc.), if the accommodation company has issued a ban on entry due to the traveler's violations or if the traveler continues to unreasonably interfere with interaction in the group. However, the above does not apply if the breach of contract is caused by a breach of CCT's information obligations.
- 10.3. If CCT terminates, CCT retains the right to the travel price; However, CCT must consider the value of the saved expenses as well as the benefits that CCT obtains from other uses of the unused service, including the amounts credited by the service providers.

## 11. Obligations of the customer/travelers

- 11.1. Travel documents  
The customer must inform CCT or the travel agent through whom the customer booked the package tour if the customer does not receive the necessary travel documents (e.g., flight ticket, hotel voucher) within the period notified by CCT.
- 11.2. Notification of defects/remedial action
  - a) If the trip is not free of travel defects, the traveler can request remedial action.
  - b) If CCT was unable to remedy the situation because of a culpable failure to report the defect, the traveler cannot assert claims for a reduction in price according to Section 651m of the German Civil Code (BGB) or claims for damages according to Section 651n of the German Civil Code (BGB).
  - c) The traveler is obliged to immediately notify the CCT representative on site of his report of defects. If a CCT representative is not available on site and is not contractually owed, any travel deficiencies must be reported to CCT at CCT's designated contact point; Information about the availability of the CCT representative or his local contact point will be provided in the travel confirmation. However, the traveler can also notify the travel agent through whom he booked the package tour of the defect.
  - d) CCT's representative is authorized to provide remedial action if possible. However, he is not authorized to recognize claims.
- 11.3. Setting a deadline before termination  
If the customer/traveler wishes to terminate the package travel contract in accordance with Section 651i BGB due to a travel defect of the type described in Section 651i Paragraph (2) of the German Civil Code (BGB), if it is significant, the customer must first give CCT a reasonable deadline to provide remedial action. This only does not apply if the remedy is refused by CCT or if immediate remedy is necessary.
- 11.4. Damage to luggage and delays during air travel; special rules & deadlines for requesting redress.
  - a) The traveler is advised that any loss, damage, or delay of baggage in connection with air travel must be reported by the traveler immediately on site by means of a damage report ("P.I.R.") to the responsible airline in accordance with aviation law regulations. Airlines and CCT may refuse refunds based on international agreements if the claim report has not been completed. The damage report must be submitted within 7 days of damage to luggage and within 21 days of delivery if luggage is delayed.
  - b) In addition, the loss, damage, or misdirection of luggage must be reported immediately to CCT, its representative or contact point or the travel agent. This does not release the traveler from reporting the damage to the airline in accordance with letter a) within the above deadlines.

## 12. Special obligations of the customer for flat rates with medical services, spa treatments, wellness offers

- 12.1. For packages that include medical services, spa treatments, wellness offers or comparable services, it is the customer's responsibility to find out before booking, before starting the journey and before using the services whether the corresponding treatment or services are suitable for them, considering their personal health disposition, in particular any existing complaints or illnesses are suitable.
- 12.2. In this regard, CCT does not owe any special medical information or instructions, particularly tailored to the respective customer, about the consequences, risks and side effects of such services without an express agreement.
- 12.3. The above provisions apply regardless of whether CCT is only an agent of such services or whether they are part of the travel services.

## 13. Limitation of Liability

- 13.1. CCT's contractual liability for damages that do not result from injury to life, body or health and were not caused culpably is limited to three times the travel price. Possibly additional claims under the Montreal Convention or the Aviation Act remain unaffected by this limitation of liability.
- 13.2. CCT is not liable for service disruptions, personal injury and property damage in connection with services that are merely arranged as third-party services (e.g. arranged excursions, sporting events, theater visits, exhibitions) if these services are expressly stated in the travel advertisement and the travel confirmation and state the identity and address of the brokered contractual partner have been marked as third-party services so clearly that the traveler can clearly see that they are not part of CCT's package tour and have been selected separately. Sections 651b, 651c, 651w and 651y BGB remain unaffected by this.
- 13.3. However, CCT is liable if and to the extent that the traveler's damage was caused by the violation of CCT's information, information, or organizational obligations.
- 13.4. To the extent that services such as medical services, therapy services, massages or other medical treatments or services are not part of CCT's package tour and are merely arranged by CCT in addition to the booked package in accordance with Section 12.2, CCT is not liable for the provision of services or for personal injury or property damage. The liability arising from the brokerage relationship remains unaffected by this. To the extent that such services are part of the travel services, CCT is not liable for any healing or treatment success.

## 14. Assertion of claims; addressee

The customer/traveler must assert claims against CCT in accordance with Section 651i Paragraph (3) No. 2, 4-7 BGB. The claim can also be made via the travel agent if the package tour was booked through this travel agent. The contractual claims listed in Section 651i Paragraph (3) BGB expire after two years. The limitation period begins on the day on which the trip was supposed to end according to the contract. An assertion in text form is recommended.

## 15. Obligations to provide information about the identity of the operating air carrier

- 15.1. CCT informs the customer when booking in accordance with the EU regulation on informing passengers about the identity of the operating air carrier before or at the latest when booking about the identity of the operating airline (s) with regard to all air transport services to be provided as part of the booked trip.
- 15.2. If the operating airline(s) has not yet been determined at the time of booking, CCT is obliged to inform the customer of the airline(s) that are likely to operate the flight. As soon as CCT knows which airline is operating the flight, CCT will inform the customer.

15.3. If the airline named to the customer as the operating airline changes, CCT will inform the customer of the change immediately and as quickly as is reasonably possible.

15.4. The "Blacklist" drawn up in accordance with the EC Regulation (airlines that are prohibited from using the airspace over member states) is available on the CCT website or directly via <https://transport.ec.europa.eu/transport-themes/leu-air-safety-listen> can be accessed and viewed at CCT's offices.

## 16. Passport, Visa and Health Requirements

- 16.1. CCT will inform the customer/traveler about general passport and visa requirements as well as health formalities of the destination country, including the approximate deadlines for obtaining any necessary visas before the conclusion of the contract and about any changes to these before the start of the trip.
- 16.2. The customer is responsible for obtaining and carrying the travel documents required by the authorities, any necessary vaccinations and compliance with customs and foreign exchange regulations. Disadvantages that arise from non-compliance with these regulations, e.g. B. the payment of cancellation costs are at the expense of the customer/traveler. This does not apply if CCT has provided no information, inadequate information, or incorrect information.
- 16.3. CCT is not liable for the timely issuance and access of necessary visas by the respective diplomatic mission if the customer has commissioned CCT to obtain them, unless CCT has culpably breached its own obligations.

## 17. Special regulations in connection with pandemics

- 17.1. The parties agree that the agreed travel services will always be provided by the respective service providers in compliance with and in accordance with the official regulations and requirements applicable at the time of the trip.
- 17.2. The traveler agrees to observe the appropriate usage regulations or restrictions of the service providers when using travel services and to inform the tour guide and the service provider immediately if typical symptoms of illness occur.
- 17.3. The customer's rights under Section 651i of the German Civil Code (BGB) remain unaffected by the above regulations.

## 18. Use of sound and image recordings

The tour operator conducts group tours. While respecting the personal rights of the travelers, the tour operator creates audio and visual material of the travel participants and the travel experiences during the trip. The tour operator is entitled to freely use all images and audio material created by him for his own purposes. The customer has no right to refuse publication. The customer is aware that recordings of his person will be made in accordance with the above paragraph and that such recordings will also be uploaded to the tour operator's website and social media. The fact that such recordings are created and/or posted on the website is part of the journey. By taking part in the trip, the travel participant and/or the legal guardian(s) hereby agree to this. The tour operator endeavors to meet the wishes of the customers.

## 19. Alternative Dispute Resolution; Choice of law and place of jurisdiction agreement

- 19.1. Regarding the Consumer Dispute Resolution Act, CCT points out that CCT does not participate in voluntary consumer dispute resolution. If consumer dispute resolution becomes mandatory for CCT after these travel conditions have been printed, CCT will inform consumers of this in an appropriate form. CCT refers to the European online dispute resolution platform <https://ec.europa.eu/consumers/odr/> for all travel contracts concluded via electronic legal transactions.
- 19.2. For customers/travelers who are not nationals of a member state of the European Union or Swiss citizens, the exclusive application of German law is agreed for the entire legal and contractual relationship between the customer/travelers and CCT. Such customers/travelers can only sue CCT at CCT's registered office.
- 19.3. For lawsuits brought by CCT against customers or contractual partners of the package travel contract who are merchants, legal entities under public or private law or persons who have their place of residence or habitual residence abroad or whose residence or habitual residence is not known at the time the lawsuit is filed, the place of jurisdiction is agreed to be the registered office of CCT.

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(Original version in german, translated by Crystal Collegium Travel GmbH)

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