

Special Terms and Conditions

for the framework programme of the AIPPI World Congress 2026 in Hamburg

Tours from 7 to 10 October 2026 · Individual bookings through the ticket shop

This is a translation for information. In case of any discrepancy, the German version prevails.

1. Scope and relationship to our general terms

- 1.1 These Special Terms and Conditions (the "Event Terms") apply to all individual tickets sold by ROSINENFISCHER oHG for the framework programme of the AIPPI World Congress 2026 in Hamburg, for tours taking place from 7 to 10 October 2026, through the ticket shop at rosinenfischer-hamburg.regiondo.com and through the related programme page at rosinenfischer.de.
- 1.2 Our general terms and conditions (the "GTC") apply in addition, in their version valid at the time. Where these Event Terms and the GTC conflict, these Event Terms prevail. Section 7.1 of the GTC expressly allows for deviating agreements.
- 1.3 These Event Terms do not apply to group bookings, corporate bookings or package arrangements. Those are governed exclusively by the GTC.
- 1.4 Your contractual partner is ROSINENFISCHER oHG, Auf dem Sande 1, 20457 Hamburg, Germany, e-mail ahoi@rosinenfischer.de, telephone +49 40 36091983.

2. Subject of the contract and conclusion of the contract

- 2.1 The subject of the contract is the performance of the booked tour on the date stated on the ticket. The contract is a service contract. The type and scope of the service follow from the description of the respective offer in the ticket shop.
- 2.2 Deviating from section 1.5 of the GTC, a booking made through the ticket shop concludes the contract directly upon completion of the booking process and the automatically generated booking confirmation in text form. No separate order confirmation is required.
- 2.3 You are required to check the booking confirmation without undue delay and to notify us of any discrepancies.
- 2.4 The tours of the framework programme are guided in English. A tour in German is possible by prior arrangement.

3. No right of withdrawal

- 3.1 The services offered are services related to leisure activities for which the contract provides a specific date. Under section 312g paragraph 2 number 9 of the German Civil Code there is therefore no right of withdrawal, including for consumers. This corresponds to section 2.1 letter a of the GTC.
- 3.2 Instead of a right of withdrawal, the cancellation rules in section 6 of these Event Terms apply.

4. Prices, payment and early bird discount

- 4.1 All prices are final prices in euro and include statutory VAT. The ticket price is due immediately and in full upon conclusion of the contract. This corresponds to section 4.1 of the GTC.
- 4.2 Payment is made using the payment methods offered during the booking process.

- 4.3** For bookings made up to and including 15 September 2026, an early bird discount of 10 percent on the ticket price is granted when the discount code earlybirdAIPPI is entered during the booking process. The discount cannot be combined with other discounts and is not refunded retrospectively.
- 4.4** The early bird discount does not affect the cancellation rules in section 6. The cancellation fee is calculated on the invoice amount actually paid.

5. Name changes

- 5.1** Up to the start of the tour you may name another person to take your place, free of charge. Please notify us in text form at ahoi@rosinenfischer.de.
- 5.2** The person named must meet the participation requirements for the respective tour set out in section 9.
- 5.3** Moving a booking to a different tour or a different date is not a name change. It is possible only subject to availability and only up to the deadline applicable to the original tour under section 6.3.

6. Cancellation by the participant

- 6.1** Cancellations must be declared in text form to ahoi@rosinenfischer.de. The date on which we receive your declaration determines the cancellation fee.
- 6.2** ROSINENFISCHER oHG charges a flat rate cancellation fee on the invoice amount. Deviating from section 7.3 of the GTC, the following scales apply to the tours of the framework programme. The differing final stage reflects the fact that admission allocations and guides are booked and paid for in advance on a binding basis.

6.3 Scales by tour

Miniatur Wunderland

Time of cancellation	Cancellation fee
from booking until 40 days before the tour	10 percent
39 to 31 days before the tour	20 percent
from 30 days before the tour, and in case of no show	cancellation not possible, no refund

Reason for the earlier deadline: admission allocations for Miniatur Wunderland must be confirmed and paid 30 days before the tour.

Hamburg's Chocolate Sides (CHOCOVERSUM)

Time of cancellation	Cancellation fee
from booking until 40 days before the tour	10 percent
39 to 30 days before the tour	20 percent
29 to 22 days before the tour	40 percent
from 21 days before the tour, and in case of no show	cancellation not possible, no refund

Reason for the earlier deadline: admission allocations for the CHOCOVERSUM must be confirmed and paid 21 days before the tour.

All other tours of the framework programme

Bike Tour around the Alster Lake · Bike Tour „Hamburg alternative & urban“ · Evening Boat Cruise „Harbour Lights“ · Gateway to the World: Harbour Highlights · Hamburg Highlights by Bus · Heartbeat of Hamburg: St. Pauli by Night, 18:30 · Heartbeat of Hamburg: St. Pauli by Night, 21:00 · Insta-Walk Hamburg: Architecture & Perspectives · Walking Tour „Coffee meets Chocolate“

Time of cancellation	Cancellation fee
from booking until 40 days before the tour	10 percent
39 to 30 days before the tour	20 percent
29 to 15 days before the tour	40 percent
from 14 days before the tour, and in case of no show	cancellation not possible, no refund

Reason for the deadline: our guides are booked on a binding basis 14 days before the tour.

Last day on which cancellation is possible

Tour and date	Last day on which cancellation is possible
Miniatur Wunderland, tour on 8 October 2026	7 September 2026
Miniatur Wunderland, tour on 9 October 2026	8 September 2026
Miniatur Wunderland, tour on 10 October 2026	9 September 2026
Hamburg's Chocolate Sides, tour on 7 October 2026	15 September 2026
Hamburg's Chocolate Sides, tour on 9 October 2026	17 September 2026
Hamburg's Chocolate Sides, tour on 10 October 2026	18 September 2026
All other tours, tour on 7 October 2026	22 September 2026
All other tours, tour on 8 October 2026	23 September 2026
All other tours, tour on 9 October 2026	24 September 2026
All other tours, tour on 10 October 2026	25 September 2026

The relevant date is the day on which the declaration of cancellation is received by ROSINENFISCHER oHG. If the booking is made after the last day stated for the respective tour, cancellation is excluded from the outset.

- 6.4** You are always free to show that we incurred no loss at all, or a loss substantially lower than the flat rate. ROSINENFISCHER oHG may claim a higher compensation instead of the flat rate if substantially higher expenses were incurred and these are specified and evidenced. This corresponds to section 7.5 of the GTC.
- 6.5** Refunds are made to the original payment method within ten working days of receipt of the cancellation.
- 6.6** If you do not arrive, or do not arrive on time, at the stated meeting point, there is no claim to a refund or to a replacement service. Tours start punctually at the time stated.

7. Cancellation by ROSINENFISCHER oHG

- 7.1** ROSINENFISCHER oHG may cancel a tour if the minimum number of participants applicable to that tour is not reached, if the tour cannot responsibly be carried out for reasons of safety or weather, or if a partner service required for the tour is not available. The following minimum numbers of participants apply:

Tour	Minimum number of participants
Walking Tour 'Coffee meets Chocolate'	12 participants
Heartbeat of Hamburg: St. Pauli by Night, starting at 21:00	12 participants
Bike Tour around the Alster Lake	10 participants
Bike Tour Hamburg alternative & urban	10 participants

all other tours of the framework programme	20 participants
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- 7.2** In the case of cancellation because the minimum number of participants is not reached, we inform all ticket holders no later than the day that applies as the last day for cancellation for that tour under section 6.3. In the case of cancellation for reasons of safety or weather, or because a partner cannot deliver, we inform all ticket holders without undue delay.
- 7.3** If a tour is cancelled, you receive, at your choice, a full refund of the invoice amount or a place on another tour of the framework programme subject to availability. Any price difference is settled. The refund is made without undue delay, and at the latest within ten working days of the cancellation, to the means of payment originally used.
- 7.4** Further claims, in particular for travel, accommodation or other consequential costs, do not exist unless ROSINENFISCHER oHG is responsible for the cancellation.

8. Changes to the service

- 8.1** Changes to the sequence, the route, the order of stops or the guide assigned are permitted where they are not significant and do not impair the overall character of the tour. ROSINENFISCHER oHG informs participants in good time. This corresponds to section 6 of the GTC.
- 8.2** If changes significantly affect the overall character of the service, you may terminate the contract free of charge and receive a full refund of the invoice amount.
- 8.3** On tours that include a boat trip, the route may vary depending on the tide. A trip through the canals of the Speicherstadt is not possible in every case and is not guaranteed.

9. Participation requirements and cooperation

- 9.1** The requirements applicable to the respective tour, in particular minimum age, age limits for children's prices and requirements as to physical condition, follow from the description of the offer and must be observed.
- 9.2** On the bike tours you confirm that you can ride a bicycle safely, that you are physically and mentally able to take part, and that you observe German road traffic regulations. You are liable for damage you cause to the bicycle and equipment provided to you. This corresponds to section 8 of the GTC.
- 9.3** Please inform us at the time of booking of any circumstances relevant to the tour, in particular reduced mobility, allergies and intolerances on tours that include tastings.
- 9.4** ROSINENFISCHER oHG may exclude participants from a tour who significantly disrupt it or who endanger themselves or others. In that case there is no claim to a refund.

10. Liability

- 10.1** The liability provisions of section 8 of the GTC apply. Liability for damage arising from injury to life, body or health and under the German Product Liability Act remains unlimited.
- 10.2** For services that ROSINENFISCHER oHG offers as its own service and states as included in the description of the offer, in particular guiding, bus transfer, boat trip and admission, ROSINENFISCHER oHG is liable in accordance with section 10.1. Section 8.6 of the GTC concerning the mere arrangement of third party services does not apply to these services.

11. Data protection

- 11.1** The data collected for the booking is processed in order to perform the contract and is passed on to the partners required for the tour, to the extent necessary for the provision of the service.

11.2 Our data protection notice applies in all other respects.

12. Final provisions

12.1 German law applies exclusively.

12.2 These Event Terms are also provided in German. In case of any discrepancy, the German version prevails.

12.3 If you are a merchant, a legal entity under public law or a special fund under public law, the place of jurisdiction is Hamburg.

12.4 Should individual provisions be or become invalid, the validity of the remaining provisions is not affected.

ROSINENFISCHER oHG

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