

Hofbräu Festzelt- Terms & Conditions

Our terms of Trade and Conditions for your reservation

1. Purchase of vouchers:

Your reservation is only binding once the vouchers have been paid for. If we have not received payment for the vouchers within 2 weeks of receipt of the invoice at the latest, we will no longer hold the seats we have reserved for you. Also we have to calculate 20% of the invoice amount.

The reservation is valid only for the customer who placed the order and his/her guests, and may not be sold to a third party.

From **01.August** we can only make firm reservations if paid in cash or in advance.

The sale of vouchers (and invoicing) starts on Monday 26th June, in our office, 3rd floor, Innere Wiener Straße 19. Opening hours: Mon.-Fri. 9:00 - 12:00 and 13:00 - 16:00. Vouchers that have been paid for can then be collected until Friday 7th September in the city office here in the Hofbräukeller, or from Saturday 22nd September only in the marquee office of the Hofbräu-Festzelt tent at the Oktoberfest grounds, during the same opening hours and only upon presentation of the original invoice. From 8th September until 21st is no collection of vouchers possible.

On request, we can also send you the vouchers once payment has been made. The cost of postage by registered post is 20.00 €. **After receiving this confirmation, using the attached form ("OUR SPECIAL SERVICE"), please let us know as soon as possible whether you would like the vouchers sent to you.** Postage only possible within Germany.

If the marquee service cannot be carried out in part or in full, in general or on the reservation date, because of public authority directives, security considerations, force majeure or other important reasons, the vouchers purchased for the reservation will be refunded. Any other claims against the landlords and breweries are excluded in this case.

Please take your seats on time. Due to fire precautions, lingering in the aisles in and in front of the reserved area is not permitted. **Reserved seats can only be held for a maximum of 15 minutes after the confirmed reservation time.** After this time, the seats can no longer be guaranteed.

2. Cancellation of reservations:

Returning vouchers for a refund is only possible if they are cancelled in writing by 2nd September at the latest. We charge a cancellation fee of 20% of the invoice amount for processing each cancellation. Cancellations can only be processed once the Oktoberfest has come to a close. In each case, we require the original invoice (not a copy!). Vouchers (except the minimum charge) that remain unused can be returned up to 31st October, on presentation of the original invoice.

3. Conditions of payment:

The invoice submitted for the food and drink actually consumed is payable immediately, before leaving the marquee. The invoice amount can be settled with the responsible waiting staff member, with vouchers, cash or EC card. Please note in advance **that credit cards and**

cheques are not accepted. Any objections with regard to the contents of the invoice should immediately be brought to the attention of your waiting staff member or management before payment. No complaints will be entered into later.

4. Your visit to the marquee:

The sale and consumption of beer by or for people standing or remaining in the aisles is prohibited.

In the case of reservations for a limited time, the seats must be made available for the subsequent reservation at the time stated. For security reasons, lingering in the aisles (way out/emergency exit) after this time is prohibited.

You are not permitted to consume food or drink brought in with you. Litre tankards that have not been filled up sufficiently can be topped up at the bars.

If you leave the tent due to overcrowding, there is no guarantee you will be readmitted.