

# **General Terms and Conditions for Business Delegations of the German-Baltic Chamber of Commerce**

## **1. Scope of Application**

These General Terms and Conditions apply to participation in business delegations organized by the German-Baltic Chamber of Commerce (hereinafter referred to as “AHK”).

## **2. Registration and Conclusion of Contract**

1. Registration for business delegations must be made in writing or electronically and is binding.
2. The contract is concluded upon receipt of the registration confirmation issued by the AHK.

## **3. Services and Amendments**

1. The scope of contractual services is determined by the respective travel program.
2. Changes to individual travel services, program items, or means of transport remain reserved, provided that such changes do not substantially affect the overall character of the trip.

## **4. Limitation of Liability**

1. The AHK shall not be liable for delays, cancellations, or changes to the travel schedule caused by force majeure, strikes, natural disasters, governmental measures, pandemic-related restrictions, or other circumstances beyond the control of the AHK.
2. In particular, the AHK shall not be liable for consequential damages resulting from delays or changes, such as missed onward travel connections, program changes, or additional costs incurred as a result.
3. The AHK assumes no liability for third-party services (e.g., transport, carriage, or accommodation services) that are expressly identified as such.

## **5. Obligations of Participants**

Participants are solely responsible for complying with all passport, visa, customs, foreign exchange, and health regulations required for the execution of the trip.

## **6. Withdrawal by the Participant / Cancellation Fees**

1. Withdrawal must be declared in writing. The date of receipt by the AHK shall be decisive. In the event of withdrawal after signing the contract, the following cancellation fees shall apply:
  - a) Up to 30 calendar days before the start of the trip: 10% of the participation fee
  - b) 29 to 15 calendar days before the start of the trip: 50%
  - c) 14 to 4 calendar days before the start of the trip: 90%
  - d) From 3 calendar days before the start of the trip or in case of no-show: 100%
2. The participant may nominate a substitute participant to take their place in the contract up to the start of the trip, provided that no important reasons prevent such substitution.

## **7. Withdrawal by the AHK**

The AHK is entitled to withdraw from the contract if the required minimum number of participants is not reached or if the trip cannot be carried out due to circumstances beyond its control. In such cases, participation fees already paid will be refunded. Any further claims by participants are excluded.