

Competition for the guest survey 2024/25

the Soltau Tourism of the city of Soltau

Acceptance of the conditions of participation

1. These terms and conditions apply to participate in the “2024/25 Guest Survey Competition”. The organizer is Soltau-Touristik of the city of Soltau, Am Alten 'Stadtgraben 3, 29614 Soltau (mentioned below ST).

2. By participating, the participant expressly and bindingly accepts these terms and conditions of participation.

3. Eligibility

3.1. Participation in the competition is independent of the purchase of goods or services and is free of charge.

3.2. All natural persons who are at least 18 years old and resident in Germany or another EU country are allowed to take part.

3.3. Participation via competition clubs or other commercial service providers is excluded. Employees of ST or ST partners are also excluded from participation.

3.4. The information provided by participants must be completely truthful. Otherwise the participant may be excluded from participation.

3.5. The participant agrees that if they win, their name may be used to report on the competition in all media.

4. Participation, participation deadline

4.1. Participation in the competition is possible between April 1st, 2024 and April 30th, 2025 (participation deadline) after completing the survey. Entries received after the participation deadline has expired will not be taken into account.

5. Draw and notification of the winner

5.1. After the participation period has expired, the winners will be drawn in may 2025 at random from all correctly submitted answers.

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5.2. The prize will be sent directly to the winner after the draw. The address and email address of the participants will only be saved for this purpose and will be deleted after the prize has been sent.

6. Processing of prizes

6.1. A cash payment of the prize is not possible. The winner will be informed of the prize by post or email. This will then be sent by Soltau-Touristik of the city of Soltau.

6.2. Prices.

You can win a trip for 2 people and 2 nights in a double room at the Hotel Park Soltau, Winsener Str. 111, 29614 Soltau.

Breakfast and half board are included on two days. Also a day ticket for Heide-Park and for the Soltau-Therme per person.

Travel is not included in the prize and must be organized by the winner himself. The reservation is made by arrangement and depending on the availability of the hotel.

The prize must be redeemed **by December 31, 2026**

7. Liability

7.1. The ST is not liable for incorrect information or statements that are provided or disseminated in connection with the campaign by participants and/or third parties, including ST's cooperation partners.

7.2. ST assumes no liability for data losses, particularly during data transfers.

7.3. The ST is not liable for any damages due to malfunctions of technical systems or for delays or interruptions in transmissions or for damages in connection with participation in the competition or with the acceptance of the prize, unless the ST or its vicarious agents are acting intentionally or with gross negligence. This does not affect any claims for damages due to injury to life, body or health as well as due to breaches of duties due to simple negligence, which are essential contractual obligations.

8. Consent to the use of data for the competition, information

8.1. All personal data of participants will be collected, processed, stored and used for the purpose of conducting the competition and for the purposes expressly stated in these conditions. After the competition has ended and the winners have been finally determined, the participants' data will be deleted immediately.

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Each participant is free to revoke their participation in the competition and their consent to the storage and use of their data. The revocation must be sent to:

Stadt Soltau, Soltau-Touristik

Am Alten Stadtgraben 3

29614 Soltau

Telephone: 00495191 - 828282

Email: touristik@stadt-soltau.de

8.2. If the data is deleted, participation in the competition is excluded.

8.3. Each participant can receive information from ST at any time about the personal data ST has stored about them. In addition, the correction of incorrect data and - provided there are no legal retention periods conflicting with this - the blocking and deletion of personal data can be requested.

9. Exclusion of participants / early termination

9.1. ST reserves the right to exclude participants from the competition. This applies in particular to culpable violations of the conditions of participation and/or in cases where participants provide untrue personal information or attempt to manipulate the participation process or the draw or themselves

9.2. The ST can exclude participants who have reasonable grounds to suspect that they will express themselves in an unlawful, punishable (particularly defamatory or seditious) manner before or in connection with the competition or as part of the media coverage.

9.3. ST reserves the right to cancel or end the competition at any time. This applies in particular in cases of force majeure or if the competition cannot be carried out or continued for other organizational, technical or legal reasons. In such a case, the participants are not entitled to any claims against ST.

10. Changes to the conditions of participation

10.1. ST reserves the right to change these terms and conditions of participation at any time without separate notification.

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11. Other provisions

11.1. The winnings cannot be paid out in cash. Legal recourse is excluded.

11.2. Only the law of the Federal Republic of Germany is applicable.

11.3. If one or more of the provisions of these conditions of participation are or become invalid, the validity of the remaining conditions of participation remains unaffected.