

**Camp location:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Language:**

English     German     French     Spanish

**Program:** \_\_\_\_\_

(e.g. horseback riding, golf, etc.)

\_\_\_\_\_  
Surname/First name of legal guardian

\_\_\_\_\_  
Street/number

\_\_\_\_\_  
Zip code/town

\_\_\_\_\_  
Child's name:

Boy     Girl    Date of birth: \_\_\_\_\_

\_\_\_\_\_  
Names of desired roommates at the camp

My child can swim     Yes     No

\_\_\_\_\_  
Finished school level at camp start:

My child has already been to \_\_\_\_\_ Berlitz Camp(s)

This will be my child's first Berlitz Camp

**HOW DID YOU FIND OUT ABOUT THE BERLITZ CAMPS?**

Berlitz Center     Friends     Internet

Newspaper/Magazine (please fill in title): \_\_\_\_\_

Others (please explain): \_\_\_\_\_

**TRAVEL INSURANCE - PLEASE TICK THE DESIRED TARIFF - PER PERSON:**

(explanations on the next pages):

Travel cancellation insurance

Germany cover

Berlitz Europe cover

Travel amount     up to 650 €     from 651 €

Travel amount     up to 650 €     from 651 €

Travel amount     up to 650 €     from 651 €

I don't wish to purchase travel insurance

**SEPA DIRECT DEBIT MANDATE (ONLY FOR GERMAN BANK ACCOUNTS) - CREDITOR IDENTIFIER: DE39 049 0000 1061 51 4. THE MANDATE REFERENCE WILL BE SENT OUT WITH THE REGISTRATION CONFIRMATION.**

By signing this mandate form, I authorize Berlitz Deutschland GmbH to send instructions to my bank to debit my account and my bank to debit your account in accordance with the instructions from Berlitz Deutschland GmbH.

\_\_\_\_\_  
Account holder

\_\_\_\_\_  
Bank

\_\_\_\_\_  
IBAN

\_\_\_\_\_  
Place, date

\_\_\_\_\_  
Account holder's signature

**PLEASE SEND A CAMP CATALOGUE TO:**

\_\_\_\_\_  
Legal guardian's surname/first name

\_\_\_\_\_  
Street/number

\_\_\_\_\_  
Zip code/town

I have read and I accept the General Terms and Conditions.

\_\_\_\_\_  
Place, date and signature of legal guardian

PLEASE SEND BY POST, FAX OR MAIL TO:

**Berlitz Deutschland GmbH | Berlitz Kids & Teens**

Katrin Reißig

Stallupöner Straße 38, 34121 Kassel

Fax: 069 666 089 363

Mail: [katrin.reissig@berlitz.de](mailto:katrin.reissig@berlitz.de)

\_\_\_\_\_  
Home phone number

\_\_\_\_\_  
Mobile number

\_\_\_\_\_  
Mail (IMPORTANT for the travel information)

Please give us more information about the language skills at camp start (e.g. 3 years English in school/Berlitz Camp Level):

\_\_\_\_\_  
Interests/hobbies:

Special information, e.g. medical directions, diet, miscellaneous:

**TRAVEL INFORMATION:**

Independent travel (no transfer)

Shared Transfer (lump sum for the roundtrip: 47,60€ incl. travel expenses/supervision, available for booking up to 3 weeks before departure)

From assembly point (according to the location description)

From ferry terminal (only for Norderney and Langeoog)

Boarding independently (only for Bad Malente/Sylt/Timmendorfer Strand/Ummanz auf Rügen):

Hanover     Hamburg     Dortmund     Stralsund

(please note the options when choosing a camp)

## 1. VALIDITY OF STANDARD TERMS AND CONDITIONS

**1.1.** The following general terms and conditions ("GTC") of Berlitz Deutschland GmbH, Hahnstraße 68-70, 60528 Frankfurt am Main, Germany (hereinafter "Berlitz"), shall apply as a binding basis for all contractual relationships between Berlitz and the consumers and entrepreneurs who make use of products and services offered by Berlitz (hereinafter also referred to jointly as "users" or "customers"). A "consumer" is defined by Section 13 BGB (German Civil Code) as any natural person who enters into a legal transaction for a purpose that does not correspond with their independent professional work. An "entrepreneur" is defined by Section 14 BGB as any natural person, legal person or business partnership who or which in entering into a legal transaction does so in exercise of his or its trade, business or profession. Regulations of these GTC which are expressly designated as applying to entrepreneurs shall not apply to consumers.

**1.2.** Certain services and/or products offered by Berlitz can be subject to separate contractual and/or registration conditions as a result of which the regulations of these GTC are supplemented. These are referred to separately as applicable in connection with a given service or product. Such separate, special conditions which vary from these GTC shall take precedence over the regulations of these GTC.

**1.3.** The contract partner is Berlitz Deutschland GmbH, Hahnstraße 68 70, 60528 Frankfurt/Main, Germany unless another contract partner is expressly designated in special offers.

**1.4.** The contract language is German.

**1.5.** Conditions of purchase and other terms and conditions of commercial customers shall only apply if and insofar as their validity has been explicitly recognized by Berlitz in writing.

## 2. CONCLUSION OF CONTRACT

**2.1.** If nothing else has been stipulated in these GTC for special offers, the offers from Berlitz on the internet and in catalogs constitute binding offers to the customer to conclude a corresponding contract with Berlitz. The customer can accept these offers by placing an order. When an order is placed on the internet, the contract is concluded when the customer's order is sent to Berlitz. When an order is sent offline to Berlitz by post, fax or email the contract is concluded once the confirmation and invoice have been sent to the customer by Berlitz.

## 3. CONSUMER WITHDRAWAL RIGHTS FOR DISTANCE SELLING CONTRACTS AND FOR CONTRACTS CONCLUDED OUTSIDE OF BUSINESS PREMISES

### INFORMATION ON RIGHT OF WITHDRAWAL

#### Right of withdrawal

You are entitled to withdraw from this contract within 14 days without stating any reason. The withdrawal period is 14 days from the date the contract was signed.

To exercise your right of withdrawal, you must inform us (Berlitz Deutschland GmbH, Hahnstraße 68-70, 60528 Frankfurt, tel.: +49-69-6660890, fax: +49-69-666089222, email: shop-widerruf@berlitz.de) of your decision to withdraw from this contract in a clearly-worded declaration (e.g. by letter, fax or email).

You may use the enclosed model withdrawal form for this purpose, however this is not obligatory. You also have the option of electronically filling in and submitting the model withdrawal form or any other clearly-worded declaration on our website, www.berlitz.de. If you use this option, we will immediately send you confirmation (e.g. by email) of receipt of your declaration of withdrawal.

To meet the withdrawal deadline, it is sufficient for you to send your communication concerning your exercise of the right of withdrawal before the withdrawal period has expired.

#### Effects of withdrawal

If you withdraw from this contract, we shall reimburse to you all payments received from you, including the costs of delivery (with the exception of the supplementary costs resulting from your choice of a type of delivery other than the least expensive type of standard delivery offered by us), without undue delay and in any event not later than 14 days from the day on which we are informed about your decision to withdraw from this contract. We shall carry out such reimbursement using the same means of payment as that used by you for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of such reimbursement.

If you ask for the performance of services to begin during the withdrawal period, you shall pay us an amount which is in proportion to the services provided up to the point when you communicated to us your withdrawal from this contract, measured against the full scope of the contract.

Pursuant to Section 312g para. 1 of the German Civil Code (BGB), the right of withdrawal applies only to consumers and not to entrepreneurs. Moreover, this right of withdrawal applies to consumers only in the context of contracts concluded outside of business premises and so-called distance contracts, i.e. contracts which are negotiated and concluded between the entrepreneur or someone acting in his/her name or on his/her instructions and the consumer exclusively using means of distance communication, unless the contract is not concluded in the context of an organized distance sales or service-provision scheme (Section 312c para. 1 BGB). Means of distance communication are all means of communication which can be used to initiate or conclude a contract without the simultaneous physical presence of the contracting parties, including but not limited to: letters, catalogs, telephone calls, faxes, emails, mobile text messages (SMS), radio and television (§ 312c para. 2 BGB).

### MODEL CONTRACT WITHDRAWAL FORM

(If you wish to withdraw from this contract, please complete this form and return it to us.)

To  
Berlitz Deutschland GmbH  
Hahnstraße 68-70  
60528 Frankfurt, Germany  
Fax: +49 69 666089222  
Email: shop-widerruf@berlitz.de

I/We hereby give notice that I/we (\*) withdraw from my/our (\*) contract of sale of the following goods (\*)/for the provision of the following service (\*)

Ordered on (\*)/received on (\*)

Name of consumer(s)

Address of consumer(s)

Signature of consumer(s)  
(only if this form is delivered in paper form)

Date

(\*) Delete as appropriate.

## 4. STATEMENTS OF PRICES AND PAYMENT CONDITIONS

**4.1.** Berlitz services and products are charged at the prices that applied when the order was placed.

**4.2.** The prices stated on www.berlitz.de and in Berlitz catalogs are final prices and include statutory value added tax insofar as this tax is chargeable for the service or product in question. Face-to-face language instruction is exempt from value added tax in Germany (Sect. 4 no. 21a and 21b UStG (Value Added Tax Law)) meaning no value added tax is charged in this case.

**4.3.** The applicable prices are derived from the description of the service or product on www.berlitz.de. The user agrees to pay this price. Payment is due when the service or product is ordered.

**4.4.** Payment in the online shop can be made by direct debit to the customer's bank account or by credit card. Payment for products or services booked via a Berlitz center can be made by bank transfer, direct debit, or in cash. Payment processing is handled by SIX Payment Services (Europe) S.A., Frankfurt (Main) Branch Office, Dreieichstraße 59, 60594 Frankfurt, Germany, using the platform SaferpayTM.

**4.5.** Payments for online bookings via www.berlitz.de must be made by direct debit or credit card, and payments for offline bookings via an agency must be made by direct debit or bank transfer. Credit card payments are only possible for the full amount. Upon conclusion of the contract and following receipt of the guarantee certificate pursuant to Sect. 651k par. 3 BGB, a down payment of €165.00 per participant is due and will be credited against the total price of the travel package. The down payment must be made to Berlitz within one week of receipt of the travel confirmation with guarantee certificate. If the holiday is booked less than 6 weeks before departure, the entire holiday price is due for payment at this point. The remaining payment is due 6 weeks before departure without need for a further request for payment, unless otherwise agreed. The travel documents are sent by email three weeks before departure provided the travel package has been paid in full. Berlitz assumes no liability if the travel documents cannot be sent on time because of delayed receipt of payment. If the customer does not make the down payment or fails to make the remaining payment within the aforementioned due deadlines, Berlitz is entitled to withdraw from the contract after making a payment demand with set deadline on pain of refusal of further performance, and to charge withdrawal costs to the traveler pursuant to section 8.

**4.6.** The customer does not have any right to receive the travel documents or to make use of travel services until the travel package price has been paid in full.

## 5. PARTIES TO THE CONTRACT AND ORGANIZERS OF THE CAMPS

The parties to the contract are the below-mentioned organizer of the camp and the legal guardian who signed the registration form authorizing the child's participation. Therefore the legal guardian who signed the form is the 'customer' within the meaning of these terms and conditions. In registering the child, the customer confirms that all the child's legal guardians consent to the child's participation in the camp. Should this not be the case, the customer is liable to Berlitz for any resulting damage, losses and/or claims arising. Notwithstanding paragraph 1.3 of these terms and conditions, the contractual partner for the booking of language camps is the organizer of the camp in question. The organizer is determined as follows:

Camps in Germany, Ireland, Great Britain and France are conducted by Berlitz Deutschland GmbH, which is your contractual partner in these cases.

## 6. SUBJECT MATTER OF THE CONTRACT

The subject matter of the contract is the legally binding participation in the language camp offered according to the descriptions contained in the Berlitz camp catalog. Shared transfers are only subject matter of the contract with consideration to the availability and after a transfer fee has been paid.

In the event that changes and variations in individual services from the agreed content become necessary after the conclusion of the contract and are not brought about by Berlitz contrary to good faith, such changes and variations are permitted as long as they are not extensive, do not significantly alter the overall service and do not impair the offer of the trip as a whole. Berlitz agrees to inform the customer of all changes and variations to the services agreed and the reason for the change without culpable delay upon becoming aware of them. Any warranty claims remain unaffected, should any amended services be faulty or incomplete. In the event of necessary, extensive changes or variations to individual services, the customer is entitled to withdraw from the travel contract without penalty. Alternatively, the customer may demand participation in another language camp of equal or greater value, provided that Berlitz is in a position to offer such an alternative language camp from its own range of offers at no extra cost to the customer. The customer must assert this right vis-à-vis Berlitz without culpable delay upon receipt of a declaration from Berlitz informing the customer of the change to the agreed service. This

declaration by Berlitz informing the customer of the change must be made directly to the customer without delay as soon as Berlitz becomes aware of the reason that justifies the change.

Service providers (such as local language schools) and/or travel agencies are not empowered by Berlitz in any way to make assurances or to reach agreements that go beyond or contradict any of the statements in the service descriptions in the catalog or on the Berlitz website, or to modify any of the contents of the travel contract confirmed by Berlitz to the customer.

## 7. DURATION OF CONTRACT AND CANCELLATION

The duration of the contract is based on the content of the service description for the camp booked. Cancellation during the duration of the contract is only possible for good cause (extraordinary cancellation for a compelling reason within the meaning of Sect. 314 BGB). Good cause must be credibly demonstrated at the time of cancellation. Corresponding documentary evidence must be attached. If the trip is seriously hindered, endangered or impaired due to unforeseeable force majeure (e.g. extreme weather conditions at the course location) then both Berlitz and the customer may cancel the contract. If the contract is cancelled, Berlitz may demand reasonable compensation for the services that have been or must still be rendered in order to terminate the trip.

## 8. WITHDRAWAL FROM THE CONTRACT

### Customer's right of withdrawal

The customer may withdraw from the trip at any time before its commencement. The date on which Berlitz receives the notice of withdrawal is definitive. We recommend that the customer provide notice of withdrawal by means of a registered letter with proof of receipt to Berlitz Deutschland GmbH, Hahnstrasse 68-70, 60528 Frankfurt, Germany.

The customer is not obliged to pay the cost of the travel package if they withdraw from the contract. However, Berlitz may still demand reasonable compensation. This is determined on a prorata basis as follows:

- Withdrawal at least 4 weeks before the agreed departure date: €165.00
- Withdrawal less than 4 weeks before the agreed departure date: 100% of the price of the travel package
- If the customer does not start the trip but did not issue a notice of withdrawal or cancellation: 100% of the travel package price.

In all cases, the customer is then at liberty to prove to Berlitz that the expenses and effort saved through the participant's absence as well as other use of the travel services that thus became available justify a lower level of compensation or none at all.

### Berlitz's right of withdrawal

Berlitz may withdraw from the travel contract in accordance with the following provisions, for example if the minimum number of 12 participating persons is not achieved:

Withdrawal by Berlitz is possible up to 4 weeks before the agreed departure date. Berlitz is obliged to inform the customer once it has been established that the trip will not be held because the minimum number of participants has not been reached. In this case, Berlitz will send a notice of withdrawal to the customer without delay and the cost of the travel package paid by the customer will be refunded immediately. In the event of withdrawal by Berlitz, the customer may request participation in another language camp of equal or greater value, if Berlitz is able to offer such a camp from its own range of offers, at no extra expense to the customer. The customer must assert this right vis-à-vis Berlitz without delay upon receiving the notice of withdrawal by Berlitz.

Berlitz may cancel the contract after departure with immediate effect if a participant continually disrupts implementation of the contract despite receiving a warning from Berlitz or if the participant behaves in violation of the contract to such an extent that immediate cancellation of the contract is justified (extraordinary cancellation for a compelling reason within the meaning of Sect. 314 BGB). If Berlitz is forced to cancel the contract for good cause, Berlitz retains its fundamental right to receive the travel price; however Berlitz must take into account the value of the expenses and effort saved through the participant's absence as well as any revenues from other use of

services not used by the participant, including any amounts credited to Berlitz by its service providers.

## 9. LANGUAGE CAMP RULES, INTERRUPTION AND PREMATURE TERMINATION OF STAY

Children and adolescents must comply with the camp's house rules and follow the instructions of its supervisors. The consumption of alcohol or illicit drugs is strictly forbidden. We do not grant any refund for services that were not used or for payments already made for children who interrupt or terminate their stay in the camp prematurely for reasons for which Berlitz bears no responsibility. Children with infectious diseases cannot be allowed to continue their stay in the camp in order to avoid the risk of infecting other participants as much as possible. A refund is also excluded if a child has to leave the camp due to their own misbehavior. Should a child need medical assistance during their stay in the camp, all additional expenses such as for visits to doctors and hospital as well as for other required medical care are to be borne by the legal guardians. These costs are to be reimbursed immediately upon presentation of receipts insofar as they have been paid in advance by Berlitz. Berlitz strongly recommends taking out an individual travel cancellation and curtailment insurance policy before the commencement of travel.

## 10. REBOOKING

If an enrolled course participant moves to another federal state of Germany in which the school vacation dates conflict with attendance at the camp, and if this is proved by presenting appropriate documents, then a free rebooking for another camp which is held during the new school vacation period is possible, provided there are vacancies at this other camp. If there are no more suitable vacancies, the amount paid for the camp will be reimbursed.

## 11. SUBSTITUTE PROGRAMS

Information about the scope of services in the camp can be obtained online at [www.berlitz.de](http://www.berlitz.de). In the case that performance of a program item becomes impossible in a particular case due to force majeure (e.g. bad weather), Berlitz reserves the right to implement a substitute program. Cancellation of the camp because of such a change to a program item is not possible.

## 12. WARRANTY, REMEDY

If the trip is not provided in accordance with the contract and there is thus a deficiency in the trip, the customer is entitled to demand a remedy. Berlitz can refuse the remedy if this would involve disproportionate effort. Berlitz may also provide a remedy in such a way that substitute performance of equal or greater value is provided.

The customer may demand a corresponding reduction in the price of the travel package for the time during which the trip was not conducted in accordance with the contract. The travel price is reduced in accordance with the ratio of the full value of the defect-free trip as agreed at the time of sale to its actual value in view of the defect. There is no right to a reduction in price if the customer culpably omitted to notify Berlitz of the defect.

If the trip is seriously impaired as a consequence of a deficiency and if Berlitz does not provide any remedy within a reasonable period of grace to be set by the customer, the customer may cancel the travel contract in accordance with the statutory provisions. We recommend that the customer declare such cancellation by means of a registered letter with proof of receipt. A period of grace for providing a remedy may be dispensed with only if there is no remedy, or if Berlitz definitively refuses to provide a remedy, or if immediate termination of the contract is justified by a special interest on the part of the customer. As a result of such a cancellation by the customer, Berlitz loses its right to be paid the price of the travel package. However, Berlitz may demand compensation for the travel services that have already been rendered as well as for the travel services, if any, which are to be rendered in order for the customer to complete the trip. The amount of this compensation in relation to the original travel package price shall be calculated according to how much lower the value of these services is in relation to the value of the original entire package. However, the customer shall not be required to pay any compensation if these services are of no further interest to the customer after the contract is cancelled.

The customer may demand compensation for non-fulfillment without prejudice to their mitigation or cancellation rights unless the deficiency in the travel package is due to circumstances for which Berlitz bears no responsibility.

## 13. LIMITATION OF LIABILITY

If Berlitz does not either intentionally or through gross negligence bring about a particular instance of damage or loss, Berlitz's liability for contractual compensation claims not related to physical injuries shall be limited to three times the price of the travel package. The same shall apply even if Berlitz is liable for such damage or loss only because of a fault of one of its agents or executive employees.

Berlitz's liability is also restricted to three times the price of the travel package in the case of compensation claims for property damage due to unlawful acts unless these claims are caused by intent or gross negligence.

Berlitz assumes no liability for damage to health or other injuries to participants or third parties unless these are to be attributed to conduct of Berlitz or its supervisory staff that is culpably in violation of their duties. The same applies to loss, theft or damage relating to items brought by a participant to the camp. Insofar as damage to property of third parties is to be attributed to culpable conduct of the participant, the customer in question shall be liable. This applies most especially to camp facilities and items brought into the camp by Berlitz. Thus the customer agrees to review his or her current third-party liability and personal accident insurance (family insurance) policies accordingly. Berlitz recommends, purely as a precaution, that expensive electronic devices, jewelry and similar valuables should not be brought into the camp.

Within the framework of the organized shared transfers, Berlitz accepts no liability in case of delay or cancellation of services by DB. This also applies to missed connections or not receiving a reserved seat due to train or schedule changes.

Shared transfers can be booked until the maximum number of participants is reached. Shared transfers must be booked at the latest 3 weeks before the camp starts. Customers are not entitled to shared transfers.

## 14. ADVERTISING

Berlitz uses and processes the personal data of each customer for its own promotional purposes by sending the customer information about goods or services which are similar to those already ordered or booked by the customer. The customer may revoke permission to this use of his or her data at any time by sending an email with subject line "Datenschutz" to [datenschutz@berlitz.de](mailto:datenschutz@berlitz.de).

## 15. FINAL PROVISIONS

**15.1.** The law of the Federal Republic of Germany shall apply to the exclusion of the UN convention on the International Sale of Goods (CISG). If the customer is a consumer, this choice of law shall only apply insofar as this choice does not cause the consumer to be deprived of the protection provided by mandatory provisions of the law of the country in which he or she normally resides.

**15.2.** In the event of a dispute concerning the meaning or interpretation of a provision in the English translation of these General Terms and Conditions and where any doubt arises, the German version shall be authoritative.

**15.3.** The place of jurisdiction shall be the location of the headquarters of Berlitz Deutschland GmbH, i.e. Frankfurt am Main, Germany, insofar as the customer is not a consumer but a merchant, a legal entity of public law, or special assets under public law, or the customer has relocated his or her residence or usual place of abode to outside Germany after concluding the contract with Berlitz, or the customer's usual place of abode is not known at the time the action is brought.

**15.4.** Changes and supplements to this contract must be made in writing. Should any of the above provisions prove to be ineffective, the statutory provisions shall apply. The principle of the priority of individually agreed terms (Section 305b BGB) applies vis-à-vis consumers.

Date: October 2018

For Camps in Germany, Great Britain, Ireland and France.

HanseMerkur   
Reiseversicherung AG

# For safe and

ENJOYABLE LANGUAGE HOLIDAYS

## Travel cancellation insurance <sup>1)</sup>

- Should you unexpectedly have to withdraw from a trip before it begins or have to travel at a later date, e.g. as a result of an unforeseen serious illness, accident or loss of employment, we will reimburse
  - the contractually required cancellation costs
  - additional costs resulting from your delayed outward journey

**Note! Parents and close relatives, for example, are also covered by the insurance.**

PREMIUM	
Travel cost per person EUR	Single person EUR
up to 650.00	<b>19.00</b>
from 651.00	<b>28.00</b>

## Berlitz coverage for Germany <sup>2)</sup> FOR TRIPS UP TO 31 DAYS

### Travel cancellation insurance <sup>1)</sup>

- Cover provided up to the entire cost of the trip affected

### Holiday guarantee (travel curtailment insurance) <sup>1)</sup>

- additional reimbursement if the trip has to be cut short, in the event of early or delayed return travel

### Emergency insurance

- Emergency service, anywhere in the world, 24/7

### Luggage insurance

- Sum insured: EUR 2,000.00 per insured person
- **No deductible**

PREMIUM	
Travel cost per person EUR	Single person EUR
up to 650.00	<b>26.00</b>
from 651.00	<b>35.00</b>

## Berlitz European cover FOR TRIPS UP TO 31 DAYS

### Travel health insurance <sup>3)</sup>

If you suffer illness or have an accident whilst abroad we will reimburse the cost of:

- out-patient treatment provided by a doctor or dentist, medication
- in-patient hospital treatment, including operations
- repatriation, if medically sensible (including air ambulance)
- **No deductible**

### Travel cancellation insurance <sup>1)</sup>

### Holiday guarantee (travel curtailment insurance) <sup>1)</sup>

### Emergency insurance

### Luggage insurance

For policy schedule see travel cover for Germany

PREMIUM	
Travel cost per person EUR	Single person EUR
up to 650.00	<b>31.00</b>
from 651.00	<b>41.00</b>

<sup>1)</sup> **Deductible:** No deductible for all insured events with the exception of out-patient treatment in the event of illness. In this case, the deductible amounts to 20 % of the recoverable damage, but no less than EUR 25 per insured person.

<sup>2)</sup> No health insurance cover for foreign visitors.

<sup>3)</sup> **NEW:** The insurance cover applies to travel in other European countries. "Other European countries" excludes your country of residence.

**Deadline:** Please take out your travel insurance at least 30 days before your departure date.

**Please note:** The premiums quoted are correct at the time of going to press but may be different at the time of booking.

The information provided is purely an illustration of the extent of cover available. Complete terms and conditions are available from Berlitz Deutschland GmbH. You can also view the terms and conditions online at [www.hmr.de/service/versicherungsbedingungen](http://www.hmr.de/service/versicherungsbedingungen). Insurance cover is governed by the policy schedule TB\_Berlitz\_D1301 and the insurance terms and conditions VB-RS 2011 (T-D) and VB-KV 2011 (T-D) of HanseMerkur Reiseversicherung AG.

Extra-judicial mediation and complaints procedures: Application for mediation and complaints can - if agreement with HanseMerkur has not been possible - be directed to the following mediation and complaints offices:

Responsible for all insurance classes: Versicherungsombudsmann e.V., PO Box 08 06 32, 10006 Berlin, [www.versicherungsombudsmann.de](http://www.versicherungsombudsmann.de)