

Terms & Conditions – Lounge Voucher



Valid as of 01 October 2025

As well as making a direct booking of a Lounge Ticket for a fixed date and time-slot, customers may also purchase a Lounge Voucher which can be redeemed for a Lounge Ticket at a later point in time.

The contractual partner for the purchase and/or online booking of Lounge Vouchers at Hamburg Airport is Flughafen Hamburg GmbH of Flughafenstrasse 1-3, 22335 Hamburg (hereinafter "FHG"). For the booking of products and services, FHG uses the "Bookingkit" reservation system (hereinafter "Online Shop"), based on the following provisions.

These Terms & Conditions may be retrieved and saved in the course of concluding a contract using the "Bookingkit" booking system; at any other time they may be found under [General Terms & Conditions \(GTC\) - Hamburg Airport](#).

1. LOUNGE VOUCHER

- a) The Lounge Voucher at Hamburg Airport entitles the holder to redeem a Lounge Ticket via the Online Shop at a later date. A Lounge Voucher facilitates cashless payment for entry to the Hamburg Airport Lounge, but it is itself not an entry ticket. A Lounge Voucher may only be used once.
- b) Two different vouchers are available for selection, each aligning with the current charge for access to the lounge:

Voucher for 1 adult valued at €45.00
Voucher for 1 child (up to 12 years incl.) valued at €15.00

- c) Vouchers may not be combined (e.g. three vouchers, each for 1 child, may not be used to purchase a Lounge Ticket for an adult; one voucher for an adult may not be used to purchase three Lounge Tickets for children).
- d) The purchase of a Lounge Voucher is binding. Once payment has been processed, the Customer will receive a dispatch confirmation. Once the dispatch confirmation has been delivered, a contract is concluded between the parties in accordance with these Terms & Conditions.

2. PURCHASE OF VOUCHER

A Lounge Voucher may be purchased online on the Hamburg Airport website at gutschein.hamburg-airport.de using any of the payment methods listed there.

3. REDEMPTION/CONVERSION OF VOUCHER INTO TICKET FOR LOUNGE USE/ACCESS

- a) The redemption of the Lounge Voucher ("Conversion") is only possible by entering the Voucher Code in the appropriate field on the Online Shop. Direct redemption at the Lounge reception or by Lounge staff is not possible. Once the Lounge Voucher is converted for a fixed date and time-slot, a Lounge Ticket will be sent to the Customer by email.
- b) The availability of time-slots may be limited for certain days and times. There is no guaranteed entitlement to redeem the Voucher for any specific slot.
- c) The Lounge Ticket entitles the Customer to access the Lounge at the time booked, and is to be presented upon entry without being demanded. Should the Customer be refused access to the Lounge for reasons within the airport's remit, the transaction will be reversed. Upon returning the Lounge Ticket, the Customer will be issued with a Lounge Voucher for future use.

4. PURCHASE OF A TICKET WITH A FIXED DATE

The provisions of Section 1 (Paragraphs b through d), Section 2, and Section 3 (Paragraphs b and c) apply as appropriate to the purchase of a Lounge Ticket with a fixed date.

5. EXPIRY OF VOUCHER

The Lounge Voucher expires three (3) years after the end of the calendar year in which it was purchased and thereby activated. After expiry, a Lounge Voucher may no longer be used.

6. RIGHT OF WITHDRAWAL

In accordance with the following guidelines, the Customer may exercise the legally mandated right of withdrawal by revoking the contract, provided that the Customer was at the time of purchasing the product acting as a Consumer in the sense of Article 13 of the German Civil Code ("BGB") and the right of withdrawal has not been ruled out (BGB Article 312g, Para. 2).

Consumers in the sense of BGB Art. 13 are natural persons who conclude a contract which cannot be imputed to either their self-employed or their professional activities.

- a) Withdrawal from purchase of Lounge Voucher
Customers acting as Consumers have the right to withdraw from the contract to purchase of a Lounge Voucher without specifying reasons within fourteen (14) days (withdrawal period) of the binding purchase of the Lounge Voucher. The withdrawal period begins on the date of concluding the contract. In order to exercise the right of withdrawal, the Customer must issue (e.g. by post or email) a clear and precise declaration of the

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decision to withdraw from the contract, including the Voucher number.

Withdrawal is to be sent to:

Flughafen Hamburg GmbH
Hamburg Airport Kundenservice,
Flughafenstrasse 1-3, 22335
Hamburg

or by email:

info@ham.airport.de

The Customer may complete the template withdrawal form below for this purpose. The withdrawal period is satisfied provided the Customer sends the notification of exercising the right of withdrawal before expiry of the withdrawal period.

Consequences of withdrawal: When you withdraw from the contract, FHG is required to refund all payments received from the Customer without delay and no later than fourteen (14) days from the day on which FHG received notification of withdrawal from the contract. Refunds shall be made using the same means of payment used for the original transaction, except where otherwise expressly agreed.

Should the Customer already have redeemed the Voucher by converting it to a Lounge Ticket (with fixed date) during the withdrawal period, the right of withdrawal is void.

- b) Withdrawal from purchase of Lounge Ticket Due to the fixed date specified on a Lounge Ticket, withdrawal from the purchase of a Lounge Ticket is ruled out.

7. DISCLAIMER

FHG is liable without restriction for all damages caused by deliberate action or gross negligence on the part of FHG. In the case of slight negligence, FHG is liable without restriction for death, bodily injury and damages to health. Furthermore, FHG shall only be liable where FHG has violated an essential contractual obligation. Essential contractual obligations are those obligations, the fulfilment of which is essential to the orderly fulfilment of contract and on the fulfilment of which the Customer can under normal circumstances depend. In such cases, liability is restricted to compensation for foreseeable, typically occurring damages. The limitations to liability specified above do not apply insofar as FHG has fraudulently concealed a defect or has issued a guarantee for the condition of the item.

This is also the case when FHG and the Customer have entered into an agreement on the condition of the item. The provisions of German Act on Liability for Defective Products are not affected hereby. To the extent that the liability of FHG is substantiated, restricted or excluded by the conditions listed above, this shall also apply to FHG's assistants.

8. DATA PROTECTION

Personal data of the Customer are processed when the booking system is used. Details may be found in the Data Protection Statement.

9. FINAL PROVISIONS

- a) FHG makes use of generic masculine forms to simplify readability; nevertheless, all such masculine forms are to be taken to refer to all genders.
- b) The Airport Usage Regulations apply in addition to these Terms & Conditions. These Terms & Conditions represent the complete agreement between FHG and the Customer.
- c) This contract is subject exclusively to the law of the Federal Republic of Germany; UN commercial law does not apply. Statutory provisions restricting the choice of law and the applicability of mandatory regulations, in particular of the state in which the Customer as consumer is habitually resident, remain unaffected. Insofar as the Customer when concluding the contract is domiciled or habitually resident in Germany but, at the time when a lawsuit is initiated by FHG, is domiciled or habitually resident outside of Germany or at an unknown location, the competent jurisdiction for all disputes shall be Hamburg as the registered office location of FHG.
- d) Should any clause or stipulation of these Terms & Conditions be or become legally invalid or ineffective, or should any gap in the provisions of this contract become apparent, the validity of the remaining provisions shall not be in any way affected. The parties shall endeavour to replace the ineffective or invalid provision with an alternative that most effectively serves the purpose of the contract, both legally and commercially.