

General terms and conditions for the RostockCARD of the Tourist Board Rostock & Warnemünde (TZR&W)

The RostockCARDsmart (RCsmart), the RostockCARD (RC) and the RostockCARD+Region (RC+Region) are the City Passes for the Hanseatic and University City of Rostock and the region, which comprises of a ticket with or without the local public transport as well as free and reduced offers by numerous tourist partners. In order to use the offers fully, you must observe some regulations and information with the use of the card and for claiming reductions. These are summarised here, in the general terms and conditions.

1. The RostockCARDsmart (RCsmart) includes the year-round use of discounts from participating partners in Rostock and the region. It does not entitle to the free use of the local public transport. The RCsmart is valid for one person and max. 2 children up to 12 years.
2. The RostockCARD (RC) and the RostockCARD+Region (RC+Region) include the ticket for public transport in the 2nd class in the Verkehrsverbund Warnow (VWV) and the year-round use of discounts from participating partners in Rostock and the region.
3. The RC can be purchased for 24 or 48 hours and for this period of time one person can travel free of charge within the zone Rostock of the VWV.
4. The RC+Region can be purchased for 24 or 48 hours and for this period of time one person can travel free of charge within the whole network of the VWV. The card is not valid for rides with the Molli.
5. The claim of the user of transportation arises directly against the transport companies in accordance with the conditions of carriage of the VWV (see www.verkehrsverbund-warnow.de/downloads.html).
6. Within the applicable tariff zone the user is entitled to use the suburban train (S-Bahn), bus, tram, public ferry as well as regional trains (excluding excursions and special services). Except Molli.
7. The cards must be validated prior commencing the journey or prior using the first offer. The cards are non-transferable and only valid with signature, date and time. In the RCsmart only the name must be filled in before use. When purchasing the card via ticket machines they are voided automatically and valid from the issuing date and time.
8. The validity period of 24 or 48 hours begins with the voiding. The cards can no longer be used than until 01.01. (24-hour ticket) or 02.01. (48-hour ticket) of the coming year, insofar as not otherwise defined.
9. The reductions on the services offered numerous of tourism service providers, e.g. guided tours and sightseeing tours, boat trips, entrance to museums/theatres, places of interest and visitor attractions are valid all-year (until 31.12. of the respective year) for all cards.
10. The various reductions provided by the tourism service providers are only available upon presentation of the card. The user must voluntarily present the card before using the service.
11. The use of discounts after expiry of the cards is excluded. Unused reductions will not be reimbursed.
12. Unless otherwise indicated, the reductions apply in respect of adults and the standard (normal, non-reduced) price. Child reductions are reported separately.
13. The event organiser or service provider expressly reserves to the right to make changes to the service offer, opening times, standard prices and period of performance.
14. The information contained in the brochure and under www.rostock.de/rostockcard is based solely on the details provided by the participating service provider. The Tourist Board Rostock & Warnemünde (TZR&W) as the publisher does not assume any liability for the information provided by the service provider. The user must assert claims for delay, non-performance or inadequate performance against the applicable service provider. Service provider offers which are not detailed in the brochure and under www.rostock.de/rostockcard may require the user to pay additional charges.
15. As the publisher, TZR&W and its representatives or vicarious agents will only be liable to pay compensation, particularly in respect of delays, non-performance, inadequate performance or tortious liability, insofar as this is not excluded by these conditions of use. Furthermore, TZR&W will only be liable for the breach of those significant contractual duties the fulfilment of which is particularly important from the perspective of the user. The limitation on liability does not apply to deliberate acts or gross negligence. Furthermore, TZR&W will only be liable within the terms of the statutory regulations. TZR&W will only be liable in respect of foreseeable damage/loss. Liability is excluded in respect of indirect damage/loss, especially consequential damage, unforeseeable damage, damage not typical for this type of contract and for lost profits. The same applies for the consequences of labour disputes, accidental damage and force majeure.

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