

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

The RostockCARD*smart* (RC*smart*), 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. The offers are valid for all cards throughout the year (until 31.12. of the respective year). 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 RostockCARD*smart* (RC*smart*) 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 RC*smart* 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 or special offers from transport companies (such as the shuttle to Rostock Airport).

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 <https://www.verkehrsverbund-warnow.de/en/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 or special offers from transport companies.

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. For the RC*smart*, the name and year must be filled in before use.

8. The RC 24/48 and the RC+*Region* 24/48 are also available via the app and the mobile webshop of the Verkehrsverbund Warnow (VWV) as an immediate purchase or in a one-week advance sale. The ticket from the VWV app consists of 3 parts, which are exclusively located directly in the app. After expiry, they can be found for 30 days in the app under "tickets/history". The ticket from the VWV webshop (shop.verkehrsverbund-warnow.de) is an image file (.png) and can be found on the smartphones under downloads, gallery, or similar. The image file remains on the smartphone until the user deletes the image.

9. 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.

When purchasing the card via ticket machines or as immediate purchase via the VWV app or the VWV webshop they are voided automatically and valid from the issuing date and time.

For cards purchased in advance from the VWV app or the VWV webshop, the validity of the ticket begins at 0:00 on the day of use for the corresponding period of 24 or 48 hours.

10. 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.

Users who have purchased their card via the VWV app or the VWV webshop can exchange their ticket for an RC*smart* free of charge at

the tourist information Rostock or Warnemünde to enjoy all benefits throughout the year.

11. 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.

12. The use of discounts after expiry of the cards is excluded. Unused reductions will not be reimbursed.

13. Unless otherwise indicated, the reductions apply in respect of adults and the standard (normal, non-reduced) price. Child reductions are reported separately.

14. The organiser or service provider expressly reserves to the right to make changes to the service offer, opening times, standard prices and period of performance. All offers are subject to availability and the respective applicable legal and/or internal pandemic regulations.

15. The information contained in the brochure and under www.rostock.de/en/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/en/rostockcard may require the user to pay additional charges.

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