Terms and Conditions of Participation of the RomantikCard

The RomantikCard of Romantik® Hotels & Restaurants (Romantik® Hotels & Restaurants AG, Friedrich-Ebert-Anlage 18, 60325 Frankfurt) rewards registered guests for their membership. When using their RomantikCard, holders receive the benefits described below. Membership is based on the terms and conditions of participation described below.

1 Participating hotels and restaurants

All hotels and restaurants take part in the programme that, at the time of the trip or restaurant visit, are members and shareholders of Romantik Hotels & Restaurants AG under the protected designation "Romantik® Hotel" or "Romantik® Restaurant" and are listed in the Romantik Guide or on one of the websites (www.romantikhotels.com).

2 Participation in the programme

2.1 Conditions of participation

Any private individual who is of legal age or has legal capacity under the legislation of the state in which they reside may use a RomantikCard. If this is not the case, the use is deemed not to have been established from the outset.

2.2 Applying for the RomantikCard

A RomantikCard can be applied for as follows:

- By online registration on the website https://www.romantikhotels.com/de/vorteilsprogramm/
- During a hotel stay at the reception desk or in a Romantik Restaurant. If the application is made by an employee of the hotel or restaurant, this is done via https://www.romantikhotels.com/de/vorteilsprogramm/interner-antrag/
  The applicant verifies on site that the data entered is correct.

When registering, all required fields (name, correct postal address and e-mail address) must be completed truthfully and in full. A valid e-mail address must be provided in order to participate. Two holders cannot use one and the same e-mail address.

Changes to the name, postal address or e-mail address must be made by the holder directly in their guest profile. If the holder does not have a guest profile, they can of course also notify the head office in Frankfurt in writing, which can then make the changes for them.

2.3 Costs

There are two different card types, which differ in their costs.
a) The RomantikCard Classic is free of charge.

b) The RomantikCard Gold costs an annual fee of EUR 89.00. Payment is due immediately after ordering. The contract concluded with the order has a term of 12 months and is automatically extended by a further 12 months unless it is cancelled in due time, 1 month before expiry, effective at the end of the month. Cancellation can be made online or by e-mail to info@romantikhotels.com or by post to Romantik Hotels & Restaurants AG, Friedrich-Ebert-Anlage 18, 60325 Frankfurt.

2.4 Consent to receive newsletters and further information

The user's data transmitted to Romantik Hotels & Restaurants AG may be used to send the user communications in written and/or electronic form about the programme (general information, personalised information and advertising for stays in Romantik Hotels and Restaurants or other loyalty programmes). The user may object to the use of their e-mail address for this purpose at any time by e-mail to the following address: info@romantikhotels.com.

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2.5 Guest profile

The guest profile is exclusively digital and accessible via the website https://valuemaster.brain-behind.com/VM_Customer_Login.aspx?SystemName=RomantikCard. All information on using the RomantikCard is available at https://www.romantikhotels.com/de/vorteilsprogramm/.

Via the login, the guest can create and manage their profile, view, change or add contact details, and check transactions and the balance of the RomantikCard.

The holder must not pass on their personal password to third parties and is responsible for the use and confidentiality of their access data. After successful registration, they receive access to their guest profile within 24 hours.

3 ROMANTIKCARD BENEFITS

Holding the **RomantikCard Classic** gives the holder the following benefits:

- A prerequisite is a booking on www.romantikhotels.com, on the hotel's website, or by telephone with the hotel or the Romantik head office in Frankfurt. Excluded are corporate contract rates, offers and other special rates, and seasonal offers. Bookings via third-party booking portals, bookings as part of group travel (from 3 rooms) and events (whether private or business) are also excluded from the benefits of the RomantikCard.
- To benefit from the RomantikCard, the cardholder must be present.
- 3% of the invoice amount credited to the card for the next visit to a Romantik Hotel or Restaurant, up to an invoice amount of € 2,500
- Payment for services in Romantik Hotels and Restaurants with the card balance
- The option to create and manage a guest profile at https://valuemaster.brainbehind.com/VM_Customer_Login.aspx?SystemName=RomantikCard
- Receipt and use of regular offers created especially for holders of the RomantikCard

The benefits of the RomantikCard cannot be combined with other special offers of the Romantik® Hotels or Restaurants, with the Miles & More programme, or with the hotels' own loyalty programmes.

Holding the **RomantikCard Gold** gives the holder the following benefits:

- A prerequisite is a booking on www.romantikhotels.com, on the hotel's website, or by telephone with the hotel or the Romantik head office in Frankfurt. Excluded are contract rates, offers and other special rates, and seasonal offers. Bookings via third-party channels, including additional services, are also excluded from the benefits of the RomantikCard.
- 8% of the invoice amount credited to the card for the next visit to a Romantik® Hotel or Restaurant, up to an invoice amount of € 2,500
- Payment for services in Romantik® Hotels and Restaurants with the card balance
- The option to create and manage a guest profile at https://valuemaster.brain-behind.com/VM_Customer_Login.aspx?SystemName=RomantikCard
- Receipt and use of regular offers created especially for holders of the RomantikCard
- The option to take part in exclusive small-group meetings with Romantik®
- Automatic delivery of the explore Romantik® Magalog
- Benefits with partners of the Romantik® Hotels

The benefits of the RomantikCard cannot be combined with other special offers of the Romantik® Hotels or Restaurants, with the Miles & More programme, or with the hotels' own loyalty programmes.

4 CREDITING AND EXPIRY OF CREDIT

After payment in a Romantik® Hotel or Restaurant, a bonus of either 3% or 8% is credited to the RomantikCard.

If a Romantik® voucher is used to pay all or part of the invoice, the 3% or 8% bonus is granted only on the amount not paid with the voucher.

If part of the invoice is paid with the balance of the RomantikCard, the 3% or 8% bonus is not granted on that partial amount. The bonus is credited only on the remaining amount after the card balance has been deducted.

If a booking is made via an external booking platform (i.e. not directly with the hotel, on the hotel's website or on www.romantikhotels.com, or by telephone with the Romantik® head office), no bonus is credited to the RomantikCard after departure.

If the RomantikCard is newly acquired during the stay, the 3% or 8% bonus for that stay is loaded onto the card immediately upon payment of the invoice.

The bonus is stored on the RomantikCard and can be used for payment in all Romantik Hotels or Restaurants after 24 hours.

The bonus expires after 12 months for the RomantikCard Classic and after 24 months for the RomantikCard Gold if no further bonuses are earned or redeemed during this period. This means that another stay in a Romantik Hotel or Restaurant is required within this period.

5 TERM AND TERMINATION

5.1 Term – RomantikCard Classic

Membership runs for an indefinite period from successful registration and, subject to termination in accordance with clause 5.3.1, can be terminated in the ordinary course at any time by both the holder and the operator with a notice period of 1 month.

5.2 Term – RomantikCard Gold

Membership runs for one year from successful registration and, subject to termination in accordance with clause 5.3.2, is automatically extended by one year at a time.

5.3 Termination by the holder

5.3.1 Termination of the RomantikCard Classic

The holder can end their participation at any time with an ordinary notice period of 1 month by deleting their guest profile and informing the Romantik® head office of the termination by post (Friedrich-Ebert-Anlage 18, 60325 Frankfurt) or by e-mail to info@romantikhotels.com.

5.3.2 Termination of the RomantikCard Gold

The holder can end their participation with a notice period of 4 weeks to the end of the term of the annual contract by means of a short letter to the head office (Friedrich-Ebert-Anlage 18, 60325 Frankfurt), by e-mail to info@romantikhotels.com, or at https://www.romantikhotels.com/de/vorteilsprogramm/.

5.4 Termination by the operator

Romantik® Hotels & Restaurants AG is entitled to terminate membership for good cause without notice and without compensation. Good cause exists in particular where the holder breaches these terms and conditions of participation or the general terms and conditions applicable to the participating hotels and restaurants, provides any false information, or engages in any inappropriate behaviour (in particular unpleasant, malicious or insulting behaviour towards hotel staff or guests).

Termination of membership results in complete withdrawal from the customer loyalty programme of Romantik® Hotels and Restaurants.

6 LIABILITY

Romantik Hotels & Restaurants AG is liable for damage incurred by the holder in direct connection with the membership only in cases of intent and gross negligence. Any compensation is limited to the amount of the typically foreseeable damage. The above limitation of liability does not apply in cases of injury to life, body or health, to claims under the Product Liability Act, or where the law prohibits such limitations.

7 CHANGES TO ROMANTIKCARD BENEFITS

7.1 Changes to RomantikCard benefits

It is expressly clarified that the RomantikCard benefits named in clause 3 may also be changed or withdrawn, in whole or in part, at any time in accordance with clause 6.1.

8 DATA PROTECTION

The holder's personal data is used in accordance with the data protection provisions.

9 ACCEPTANCE OF THE TERMS AND CONDITIONS OF PARTICIPATION AND APPLICABLE LAW

By registering for the RomantikCard, the holder accepts these terms and conditions of participation without reservation. The above terms and conditions of participation replace all previous agreements and are governed by German law, without prejudice to mandatory protective provisions that may apply in the consumer's country of residence. The place of performance is Frankfurt.

10 ADDITIONAL INFORMATION AND GENERAL TERMS AND CONDITIONS

All information and details on the RomantikCard can be found at
https://www.romantikhotels.com/de/vorteilsprogramm/romantikcard-teilnahmebedingungen/

Our general terms and conditions can be found at https://www.romantikhotels.com/de/agb/.

As of: Frankfurt, 12.01.2026