

General Terms & Conditions Customer Referral Program

1. General Information

All services provided by Book a home in connection with the „Customer Referral Program“ are subject to the following Terms & Conditions. Changes to the Terms & Conditions are only valid if agreed upon by Book a home in writing.

2. Eligibility

Only current our previous guests of Book a home AG are eligible for the customer referral program.

3. Premiums

The premiums are a non binding offer to Book a home guests who refer Book a home services through the „Customer Referral Program“. The selection and order of the premium is binding and cannot be changed or cancelled. The order will be confirmed by email.

4. Premiums, Validity & Prices

The premium will be provided at no cost after expiration of the referred lease agreement. The premiums can be chosen only from options offered by Book a home. Validity and expiration has to be monitored by the recipient. Book a home refuses any liability regarding premium expiration dates.

5. Delivery and Delivery Time

Book a home refuses any liability regarding delivery time and shipping. Generally, the premium will be shipped according to the premium conditions, as mentioned under point 9.

6. Reservation of Property, Warranty, Recovery of Damages

- 5.1 Until completion of the agreed lease time, the premium remains property of Book a home (Reservation of Property).
- 6.2 The right to obtain a premium is defined exclusively under point 9 of the Terms & Conditions. The release of the premium will take place after fulfillment of the Terms & Conditions.
- 6.3 The premiums can only be used for the stated services of the selected vendors. Book a home refuses any liability for deficient services and delayed delivery of such by a partner. We reject any third party complaints.
- 6.4 Book a home does not guarantee availability of apartments and apartment sizes at the time of a referral and refuses any liability.

7. Cancellation Terms

The order of a premium can be cancelled until 14 days after receipt of the premium by returning the premium or sending a written notice to Book a home. The recipient of the premium hereby renounces the receipt any equivalent or payment of the returned premium value.

8. Transferability

The premiums are transferable. Please refer to the third party vendors' terms & conditions.

9. Loss & Theft

Book a home AG refuses any liability for lost or stolen items or any unlawful redemption.

10. Premiums Conditions

A premium can be obtained under the following conditions:

- a. Referral of a minimum stay of 30 days
- b. There is no right to obtain a premium if the referred lease is terminated early
- c. Book a home AG defines the value and kind of premium