

1. Contents of the experiences
 - a. TimeRide GmbH and its vicarious agents reserve the right to change, close or remove individual components or installations for technical, operational or other reasons without prior notice.
 - b. In such cases, no refund of the ticket can be made.
2. Participation in our experiences
 - a. The customer undertakes to follow the instructions of the staff of TimeRide GmbH or a vicarious agent in order to be able to guarantee an orderly process, as well as to refrain from disturbing the course of the experience of any kind.
 - b. Our experiences are suitable for children from 6 years of age. The reason for this is that VR glasses (head-mounted display) are not available in (small) children's sizes, and health problems are favored by incorrect size setting. In addition, virtual reality sequences shown can often not be processed cognitively correctly by a young child. Children under the age of 12 can only visit our Experience if accompanied by an adult adult.
 - c. For beer tastings, a non-alcoholic alternative can be chosen in each case. Children and adolescents under the age of 16 are not allowed to consume alcohol in public. Exceptions only apply to young people aged 14 and over if their parents are present (only with proof). Parents cannot appoint a guardian.
 - d. Animals of any kind are not admitted to TimeRide.
3. Tickets for our experiences
 - a. The regulations of the respective ticket service provider apply to purchased online tickets.
 - b. Purchased tickets only and exclusively entitle the holder to attend the experience printed on the respective ticket on the specified date. Other services are not included in the ticket price, unless they are noted on the ticket.
 - c. If reduced admission prices have been used, appropriate proof of eligibility (e.g. membership card, proof of age, etc.) must be shown at the admission control. If proof of the entitlement to discounts cannot be provided, the difference to the regular ticket must be paid retrospectively.
 - d. In the event of a large number of visitors, there may be waiting times. We therefore recommend that you arrive in good time. In case of lost ticket or late arrival, we cannot guarantee admission.
 - e. TimeRide GmbH reserves the right to prohibit access without further explanation. In this case, we will refund the price of the respective ticket. Exceptions can be found in §10f and §11c.
 - f. Admission tickets and change must be checked for completeness and correctness immediately upon receipt. Later complaints are excluded. If tickets are purchased via the online ticketing system, this obligation to check applies to the confirmation e-mail, the electronic ticket (eTicket) as well as to tickets issued later.
 - g. TimeRide GmbH is permitted to carry out an inspection of the purchased tickets. Participants must verify themselves by means of the officially received ticket in electronic or paper form. This check also applies to third-party tickets.
 - h. All our admission prices are gross prices. This means that the admission price includes the applicable statutory sales tax. This also applies to all tickets purchased by companies or other commercial customers.
 - i. If an experience time slot is not marked as "private" (usually with a surcharge), then TimeRide can fill up the time slot with additional guests at any time. The same applies to ticket holders who do not arrive at the meeting point of the respective experience on time and therefore do not take their booked seats on time.
4. Group bookings
 - a. Group bookings (from 20 participants) via our Guest & Ticket Service Team can be cancelled or modified free of charge up to 1 month before the date of the visit, and the booking becomes binding 1 month before the date of the visit. The invoice amount is due no later than 1 month before the day of the visit. If the invoice amount is not paid on time, the booking will automatically expire and the tickets will go back on sale. A new booking on the original date will not be made by our Guest & Ticket service team or will only be carried out for an additional charge.
 - b. In the event of a no-show on the date of the visit, the entitlement to the visit expires, but the full price of the booked services must still be paid. If you have not already done so, the invoice must therefore still be settled. It is not possible to repay an invoice that has already been paid.
5. Bookings of special/exclusive tours
 - a. When booking a special or exclusive tour via the Guest & Ticket Service, a separate cancellation period applies until the 10th of the previous month, but at least 1 month before the date of the visit, unless a different deadline has been noted in the offer (examples: date of visit on 25.06., cancellation deadline until 10.05 / date of visit on 03.06., cancellation deadline until 03.05.).
 - b. Special tours are private tours that take place outside of the regular tour times, require special intervals or additional staff (division into groups with more than one guide).

- c. All private tours that are not special tours are considered exclusive tours.
6. Vouchers
- a. Vouchers are valid until the end of the year and then for another full 3 years. Example: Date of purchase: up to and including 31.12.2026 = Validity: 31.12.2029; Date of purchase 5.1.2027 = Validity: 31.12.2030.
 - b. Vouchers are only valid for the specific location.
 - c. The redemption takes place online at www.timeride.de or at the cash desk at the respective location.
 - d. Value vouchers can be used in the amount of their value. The value is inclusive of the respective statutory value added tax.
 - e. Vouchers in which an equivalent value in the form of a service or a good is clearly defined are valid exclusively for the specific product or service.
 - f. Vouchers can only be used to pay for a benefit. A claim to cash payment of the vouchers is excluded. Vouchers are to be treated like cash: if a voucher is lost, it will not be replaced.
7. Cancellation policy and declaration of withdrawal by the customer
- a. Contracts for the purchase of tickets in connection with leisureactivities for which a specific date or period is scheduled are not subject to the right of withdrawal. This means that there is no two-week right of withdrawal and return.
 - b. Even if the customer does not show up, the booked services must be paid by the customer in full without deduction.
 - c. It is equivalent to a declaration of withdrawal if the customer and/or the registered participants do not arrive punctually at the agreed meeting point. In this case, the customer is also obliged to make the agreed payments in full.
 - d. Until the start of the event, each registered participant can be replaced by another person. The tickets are therefore not personal. The participant does not have to inform TimeRide GmbH about this. In this context, the customer must observe the above-mentioned participation requirements.
 - e. The weather conditions are not a reason for revocation. Special regulations may arise due to official severe weather warnings issued by the respective local severe weather centres at the location of the city tour.
 - f. We are not obliged to reimburse tickets or vouchers for our Experiences purchased by the customer via public booking portals (e.g. Cologne Tourist Board, GetyourGuide, etc.). The terms and conditions of the respective portal apply.
8. Cancellation of the contract
- If the implementation of the Experience is significantly hampered, endangered or impaired as a result of force majeure that was not foreseeable at the time of conclusion of the contract, TimeRide GmbH may terminate the contract. Force majeure is considered to be an external event that is unavoidable and unforeseeable.
9. Liability
- a. Participation in a VR experience as well as the journey to the meeting point or departure from the destination point is at the customer's own risk and peril. TimeRide GmbH is not liable for damages incurred and caused by the customer. The customer is hereby informed that in order to participate in the city tour, a generally good state of health must be present.
 - b. Within the scope of the duty of care, TimeRide GmbH is liable for the conscientious preparation, the careful selection and monitoring of the service providers, the correctness of the service description and the proper provision of the contractually agreed services. In the event of culpable breach of contract with regard to main contractual obligations or in the event of culpable non-performance of the contract, liability under the contract for damages that are not bodily injury is limited to a maximum of the amount of the agreed fee, provided that damage to the customer is neither intentionally nor grossly negligent caused by TimeRide GmbH. In the event of a merely negligent breach of duty with regard to other property damage by TimeRide GmbH or by a vicarious agent, liability is limited to the foreseeable damage typical for the contract. The assertion of further claims against TimeRide GmbH with regard to contractual breaches of main obligations is excluded.
 - c. TimeRide GmbH is liable for culpable injury to life, limb or health caused by us or our vicarious agents. The same applies to damages that are based on breaches of duty caused intentionally or by gross negligence by us or our vicarious agents, provided that no essential contractual obligations have been violated.
 - d. In the event of a breach of essential contractual obligations by TimeRide GmbH or its vicarious agents, it shall be liable for any culpable conduct. However, in the event of a slightly negligent breach of these obligations, their liability is limited to the foreseeable damages typical of the contract.
 - e. Any further liability is excluded. The provisions of the Product Liability Act remain unaffected.
 - f. In principle, no liability is assumed for the private property of the participants. This applies in particular to items that have been left behind or lost.
 - g. Parents, or guardians or legal guardians are liable for their children in the event of a breach of their duty of supervision.

10. House rules
 - a. Photography is only permitted without flash.
 - b. The making of video/audio recordings is not permitted.
 - c. The consumption of food and drinks brought along and smoking (including e-cigarettes) while participating in our experiences is not permitted.
 - d. Staying in the entrance area of our experiences is only permitted for the purpose of purchasing tickets/vouchers or merchandise items or to provide information about the offer. Entry to the public areas behind the admission control is only permitted with a valid admission ticket, entry to non-public areas and the operating rooms is prohibited.
 - e. For the duration of their stay at TimeRide, customers and interested parties undertake to use the house carefully, especially the furnishings and inventory.
 - f. Furthermore, one undertakes to follow the instructions of the TimeRide staff and to refrain from disturbances of the operational process and management, of any kind. Mobile phones and other electronic means of communication as well as acoustic signalling devices of all kinds must be kept out of operation throughout the shop, and the use of optical pointing devices (e.g. laser pointer) is prohibited. In the interest of trouble-free management, TimeRide is entitled to request the user of one of the aforementioned devices to immediately deactivate the device or the customer to leave the store after prior warning and renewed violation. The ticket price will not be refunded in this case.
 - g. The technical equipment must be handled with care, and our exhibits must not be touched. Visitors are liable for all damage caused by their culpability. During their stay at TimeRide, supervisors and guardians have the duty to supervise their children or the children entrusted to them and to ensure that the safety of the exhibits and technical equipment is not endangered.
11. User Instructions for Handling VR Technology / Head-Mounted Display (hereinafter referred to as HMD)
 - a. With the acknowledgement of the terms and conditions, information was provided about the safety instructions for the use of the HMD, which is used during an experience. These special instructions are intended to prevent or reduce injuries, complaints and property damage.
 - b. The use of unauthorized devices, accessories or software can cause harm to persons. Therefore, a seat may not be left during an experience or the group.
 - c. The HMD must not be used if you are tired, under the influence of alcohol and drugs, suffer from stomach and intestinal problems and or feel generally physically unwell. If admission is denied for these reasons, then no costs for tickets etc. will be refunded.
 - d. It is better not to use the HMD during pregnancy, if you already suffer from existing binocular vision disorder or mental illnesses, or if you have heart disease or other serious illnesses.
 - e. The use of an HMD can lead to seizures and epilepsy, even if no pre-existing condition is known.
 - f. The HMD produces an immersive virtual reality that distracts users from the actual environment and obstructs their view of it.
 - g. The HMD can lead to imbalances.
 - h. Serious injuries can be caused by tripping, standing up or hitting walls, furniture or other objects.
 - i. Participation in the Experience should be interrupted immediately if one or more of the following symptoms occur: seizures; fainting; visual impairment; eyes and muscle twitching; involuntary movements; altered, blurred or double vision or other abnormalities in vision, dizziness; lack of orientation; disorders of the sense of balance; Impairment of hand-eye coordination; excessive sweating; increased salivation; nausea; drowsiness; Discomfort or pain in the head or eyes; drowsiness; fatigue; Symptoms similar to motion sickness or seasickness.
 - j. As with the symptoms that some people may experience after leaving a ship, the symptoms that may occur after an experience in virtual reality may last for some time and become more evident a few hours after use. Symptoms that occur after using virtual reality can include the symptoms listed above, but also excessive sleepiness and a reduction in multi-tasking skills. These symptoms can put you at an increased risk of injury when participating in the usual activities in the real world.
 - k. If one suffers from the above symptoms, do not drive a vehicle, operate a machine or engage in any other activity that places special demands on visual or physical performance and that can lead to serious consequences (i.e. activities in which the appearance of symptoms may lead to death, injury or damage to property), or other activities that for which good balance and hand-eye coordination are required (e.g. sports or cycling) as long as one has not fully recovered from all symptoms.
 - l. The HMD should only be used again after all symptoms have already subsided for several hours. You should also make sure that you have set the HMD correctly before reusing it.
 - m. If severe and/or permanent symptoms occur, a doctor should be consulted.
 - n. Repetitive Stress Injury: Using the HMD may cause muscle or joint pain or pain in the skin. If any part of the body becomes tired or inflamed while using the glasses or any of their components, or if you experience symptoms such as tingling, numbness, burning or stiffness, then you should stop using them and rest for several hours before using the HMD again. If any of these symptoms continue to occur during or after the use of the HMD, or if any of the symptoms described above or other physical ailments occur, use must be interrupted and a doctor must be consulted.

- o. Speakers are built into the HMD that contain magnets and components that emit radio waves. This can affect the functionality of nearby electronic devices, including pacemakers, hearing aids, and defibrillators. Those affected should only use the HMD after consulting their own doctor.
 - p. Despite careful cleaning of the glasses, the risk of infection of diseases (infection of the eyes, skin or scalp) cannot be ruled out.
- 12. Special regulations during a pandemic
 - a. During a pandemic, the current regulations set by the federal or state government apply in our stores.
 - b. When visiting TimeRide, it is also important to pay attention to appropriate local recommendations from the locations on the behavior of visitors.
 - c. In the event of non-compliance with the rules, we reserve the right to refuse participation in a TimeRide experience. The ticket price will not be refunded in this case.
- 13. Place of jurisdiction
 - a. If participants are not consumers, but merchants, a legal entity under public law or a special fund under public law, then our registered office in Frankfurt is the place of jurisdiction. The same applies if participants do not have a general place of jurisdiction in Germany or the EU, or if their place of residence or habitual residence is not known at the time the action is filed. The right to appeal to the court at another statutory place of jurisdiction remains unaffected by this.
 - b. The provisions of the UN Convention on Contracts for the International Sale of Goods expressly do not apply.

Valid from March 1st, 2026