

General Online Terms and Conditions for Car Park Bookings

Valid from 16 September 2026

1 Booking Process

- 1.1. An online booking system for the use of parking spaces on the premises of Hannover-Langenhagen Airport is provided via the website www.hannover-airport.de. The system allows users to enter the date and time of their desired entry and exit, as well as an optional voucher, when booking a parking space.
- 1.2. Based on the selection made, the customer receives a quote for available parking spaces, specifying the parking area, the distance to the terminal (approximate figures) and the price for the parking space (including VAT).
- 1.3. The customer can proceed with the booking as an existing registered customer, a new customer or a guest. As a new customer, the next step involves entering personal details (name, address, email address, contact details). New customers have the option of creating a new customer account by providing a username and password. If the booking is made as a registered and logged-in customer, the personal details from the customer account are automatically transferred to the booking form. As a guest user, your personal details are stored for this one-off booking and deleted once the contract has been fulfilled.
- 1.4. Payment for the booking can only be made in advance by credit card or PayPal. Depending on the chosen payment method, you will be required to provide your payment details.
- 1.5. If the customer has mistakenly entered the car park without using the QR code, they have the option, upon their return from their trip, to link it to their booking by inserting the parking ticket into the pay-on-exit machine and then scanning the QR code from the booking confirmation. The booking details will then be transferred to the manually collected parking ticket. Provided the customer has parked within the booked parking area and during the booked period, payment is no longer required. Please note that entry is permitted as early as 2 hours before the start of the booked reservation period, and exit is permitted up to 2 hours after the end of the booked reservation period, at no additional cost.

- 1.6. The QR code sent with the booking confirmation, either in digital form or as a printout, serves as proof of entry authorisation. Please note that scanning the QR code is absolutely essential for entry into the car park/parking area booked online.
- 1.7. Before completing the booking, the customer will receive an overview of their selection and the personal and payment details they have entered. To complete the booking, the customer must acknowledge these General Online Terms and Conditions of Contract and Use, as well as the Privacy Policy, and agree to their validity by ticking the relevant box.
- 1.8. The customer's booking is finalised by submitting the online form by clicking the 'Secure payment' button.
- 1.9. The customer may correct their entries at any time up until the online form is submitted by navigating forwards and backwards between the individual steps.
- 1.10. Further information on online car park booking can be found in the 'FAQ' (Frequently Asked Questions) section at <https://www.hannover-airport.de/parken>.
- 1.11. The terms and conditions of use for our car parks and parking areas can be found [here](#) and are also displayed at the entrances to the car parks and parking areas.

If you have any questions or encounter technical problems relating to online booking, please contact us by email at parking@hannover-airport.de or by telephone on +49 (0) 511 977-0.

2 Conclusion of contract / Free cancellation

- 2.1. The provision of the online booking system does not constitute a legally binding offer by Flughafen Hannover-Langenhagen GmbH (hereinafter referred to as the 'Landlord'), but merely a non-binding invitation to the customer to submit an offer to the Landlord to conclude a tenancy agreement.
- 2.2. By submitting the online contract form, the customer makes a binding offer to conclude a rental agreement.

- 2.3. Acceptance of this offer takes place via an email confirmation from the Lessor, which is sent immediately after the offer is submitted (contract confirmation). The confirmation is sent electronically to the email address provided by the customer. The confirmation email contains the landlord's declaration of acceptance of the offer, along with details of the booking and the full text of the contract, i.e. including these General Terms and Conditions and the invoice. Prior to submitting their offer, the customer has waived their right to a paper copy of the contract. Important: The customer undertakes to check their inbox, including any spam folders, to ensure that they have received the confirmation. Should the customer not have received the confirmation, they must contact the provider immediately using the contact details provided in clause 1.11.

- 2.4. Upon acceptance of the offer, a tenancy agreement is concluded between the customer and the landlord, the terms of which are set out in these General Terms and Conditions.

- 2.5. The customer generally has the option to cancel or rebook their parking space free of charge up to 12 hours before the start of the booking period. When booking a parking space in the exclusive area of Car Park 1, free cancellation or rebooking is possible up until the pre-booked entry time. A paid extension of the reservation period is also possible after entry.

- 2.6. Should the reserved parking space be unavailable to the customer for the desired period due to structural or regulatory reasons, or for reasons of force majeure, the lessor reserves the right to rebook the customer into an equivalent parking space. Should no equivalent replacement be available, the customer will be offered an alternative or a full refund of the parking fee.

3 Use of the online booking system

- 3.1. In order to meet the demand for parking spaces in the immediate vicinity of Hannover-Langenhagen Airport at customer-friendly prices, it is in the lessor's interest, as a parking provider, to prohibit the unauthorised, commercial or business-related resale, as well as

the corresponding offering of parking ticket bookings for parking spaces at Hannover-Langenhagen Airport at inflated prices.

The lessor is the primary provider, through whose online booking system at <https://web-parken.hannover-airport.de> parking tickets for the car park at Hannover-Langenhagen Airport are sold directly.

The authorisation of individual secondary providers is possible, but requires the lessor's express, prior, written consent. The booking of parking tickets via the lessor's online booking system is therefore permitted exclusively to direct customers for non-commercial or non-business purposes. Any unauthorised, business-related or commercial (i.e. profit-oriented) resale or corresponding offering of these parking ticket bookings on the market is expressly prohibited. In particular, it is not permitted to

- a) to carry out unauthorised commercial or business-related parking ticket bookings on behalf of third parties in return for a service fee or other remuneration in the form of a business agency (e.g. via automated real-time queries), regardless of whether the contract is concluded between the lessor and the business agent or the third party,
- b) to pass on (e.g. resell) or offer parking ticket bookings without authorisation in return for a service fee or other remuneration, in particular where the price is higher than that set out in the Lessor's current price list,
- c) to pass on (e.g. resell) or offer parking ticket bookings without authorisation, either regularly and/or in large numbers, for commercial or business purposes,
- d) to use, or allow others to use, parking ticket bookings for commercial or business purposes without authorisation.

- 3.2. In the event of a breach of the provision in clause 3.1, the Lessor expressly reserves the right to claim damages.

- 3.3. The data and information stored in the online booking system constitute a database within the meaning of the Section 87a of the German Copyright Act (UrhG) and are protected in favour of the landlord. Any use, reproduction or distribution of this database (in whole or in substantial parts) without an express licence is prohibited. Any unlawful infringement of the lessor's exclusive right will be prosecuted.