

General Terms and Conditions for the MONTBLANC HAUS

Introduction and Scope

These Terms and Conditions (“T&Cs”) govern the purchase of tickets for the MONTBLANC HAUS from Montblanc-Simplo GmbH, Hellgrundweg 98, 22525 Hamburg (“Montblanc” or “We”).

By purchasing one or more tickets through our website (<https://tickets.montblanc-haus.com/content#>), via email (visit@montblanc.de) or at our on-site ticket office at the MONTBLANC HAUS, you (the “Client” or “You”) acknowledge that you have read and accept these T&Cs without reservation and agree to abide by all venue rules and regulations.

These T&Cs constitute a binding agreement between you and Montblanc. The identity and contact details of Montblanc (address, registration, etc.) are provided on our website and official communications.

Please note that for use of the MONTBLANC HAUS’ meeting rooms or organization of an event at the MONTBLANC HAUS, a separate agreement will be provided by the MONTBLANC HAUS team for your signature. In case of contradictions and/or inconsistencies between these T&Cs and the separate agreement, the terms of the agreement shall prevail.

Ticket Categories

We offer several ticket categories:

- General Admission to the INSPIRE WRITING Exhibition with or without a guided tour: Tickets for entry to our INSPIRE WRITING Exhibition (“Exhibition”) with or without a guided tour, providing entry at a specific date and time slot, may be acquired online or at the on-site ticket office. You must arrive during the designated entry window (half an hour from the chosen time); late arrival may result in delayed or denied entry, subject to capacity. Each ticket is valid only for the date/time and number of entries stated (typically one-time entry).
- Special Event Tickets: Tickets for specific events such as writing atelier classes or workshops on set dates/times may be acquired online, at the on-site ticket office or via email. These tickets grant access to the specified event and include general Exhibition admission within the official opening hours. Capacity for events is limited; tickets are sold on a first-come, first-served basis up to the event’s allotment.
- Guided tour of the Manufacture: Tickets for the guided tour of the Manufacture providing specific date and time slot may be acquired online or at the on-site ticket office. We recommend you arrive 15 minutes before the starting time indicated on the ticket; late arrival may result in delayed or denied entry, subject to capacity. Each ticket is valid only for the date/time and number of entries stated (typically one-time entry). For safety reasons, children under 12 are not allowed in the Manufacture.
- Private guided tour of the Manufacture and / or the Exhibition: Registration for private guided tour of the Manufacture and/or the Exhibition is possible for groups of at least 6 and maximum 10 people via email (visit@montblanc.de). A maximum of 2 groups can access each dedicated space (Exhibition and Manufacture) simultaneously. A

processing fee per booking applies, excluding admission and guided tour fees. If fewer guests wish to register, this is possible, but the minimum number of 6 participants plus the processing fee will be charged. If the majority of the group participants have proof of eligibility for a discount (students or severely disabled persons with a degree of disability of at least 50%), a reduced ticket price for regular tours can be charged. The processing fees are binding.

Special offer for groups

- Accompanying person of groups: When booking a private guided tour or an audio-guided group visit, a maximum of one (1) accompanying person or bus driver per maximum ten (10) participants is eligible for free admission to the Exhibition. Additional accompanying persons pay the price per person valid on the day of the visit for the service booked by the group. The free accompanying person is only entitled to admission to the Exhibition. They are not permitted to join the guided tour or visit the Manufacture, as these are exclusively for paying guests and subject to participant limits for safety reasons
- For food and beverage services: the service must be paid in full for accompanying persons.
- For school groups: all accompanying persons receive free admission, provided that they fulfil their supervisory duties for the group(s) throughout their visit to the MONTBLANC HAUS. Please note that, for safety reasons, children under 12 are not permitted in the Manufacture.
- For groups of severely disabled visitors ("B" in the ID): groups of severely disabled visitors may be accompanied by an accompanying person / guide benefiting from a reduced rate for admission to the Exhibition.

Pricing

All ticket prices are listed in Euros (€). The prices offered for the products include VAT.

The prices displayed at the time of your order are final; no additional fees will be added except any optional services you select. In some cases, a booking fee or service charge may apply for online orders – if so, it will be clearly shown before you finalise payment. Montblanc reserves the right to adjust ticket prices at any time; however, price changes do not affect tickets already purchased in a confirmed order. Tickets remain the property of the Montblanc until full payment is received.

Age-Based Categories and Reductions: We offer reduced rates or free admission for certain tickets and visitor categories as part of our public mission. Eligibility and required ID for these concessions are as follows:

- Free entry to the Exhibition for children under 12. Note: For safety reasons, children under 12 are not allowed in the Manufacture and children under 16 must be always accompanied by an adult in the MONTBLANC HAUS.

- **Reduced rate.** Applicable for students / disabled visitors and one accompanying caregiver / pensioners / unemployed persons / Hamburg Card Holders holding the Hamburg Card.
- Additional categories may benefit from free or special rates according to current policies. Details are available on our website or at the ticket desk.

For any ticket purchased at a reduced rate or free admission, valid proof of eligibility must be presented at the entrance. If you cannot provide proper ID corresponding to the ticket category (e.g. age proof, student card, benefit letter), you will be required to purchase a full-price ticket or may be denied entry. Misuse of concession tickets (e.g. an adult using a child ticket) will invalidate the ticket.

Regulations for the use of audio guide

The audio guide is available in German and English - easily accessible on your private smartphone via QR code. You can also borrow free of charge an audio device and headphones from the reception, subject to providing an official identification document as a deposit.

Montblanc retains sole ownership of the audio device and headphones and does not guarantee their constant availability. Advance reservation of audio device and headphones is not possible.

You may connect your own earphones with the audio device or use Montblanc headphones with your personal smartphone. In any case, audio devices and headphones must be returned to the reception in their original condition. The Client takes full legal and financial responsibility for the borrowed audio device and headphones and is required to use the device appropriately. The Client is liable for the cost of repair if the device and/or headphones are damaged during their use, or for the cost of replacement if repair is not possible. MONTBLANC HAUS staff can provide assistance with operating the device. The content available on the audio guide equipment is copyrighted.

Ticket Purchase and Payment

Ordering Process: Tickets may be purchased through our official online ticketing system, meaning:

- on the MONTBLANC HAUS website: <https://tickets.montblanc-haus.com/content#>.
- in person at our on-site ticket office (subject to availability).
- via email at the following address: visit@montblanc.de

Online purchases require you to create an account or provide necessary contact information for order fulfilment.

Before placing an online order, you will have the opportunity to review your selection (date, time, quantity, price) and correct any input errors. When ready to confirm, you must explicitly accept these Terms and Conditions (e.g. by checking an acceptance box) and then click the purchase button, which will be clearly labelled to indicate that payment is required. By confirming the order, you enter into a binding contract and agree to pay the total amount due.

For private guided tours for groups of 6 to 10 participants, registration is only possible in writing (via email or at the MONTBLANC HAUS ticket office). The scheduling of guides is also carried out exclusively by Montblanc. It is not possible to request a specific guide.

Payment: Full payment is due at the time of order. We accept major credit/debit cards for online sales (e.g. Visa, MasterCard, American Express, etc.), and transactions are processed through a secure payment gateway. All payments are in Euros; if you are using a non-Euro card, your card issuer will convert the charge to your local currency (which may involve currency conversion fees per your agreement with your bank). For in-person sales at MONTBLANC HAUS, we accept credit/debit cards only.

For group bookings or bookings made by companies (such as travel agencies and tourism institutions), we also accept payments by subsequent invoice (due within 30 days). The prerequisite is that the client presents a cost assumption declaration either in advance or at the latest on the day of the visit on site. This declaration must clearly state the billing address, contact person, and email address for sending the invoice. In the absence of a cost assumption declaration or confirmation, payment for the service must be made on-site at the ticket office. A processing fee will be charged for the preparation of cost assumption declarations by the Montblanc ticket office.

Order Confirmation and Ticket Delivery: Once your payment is processed, you will receive an order confirmation by email, including an order reference and the link to your e-tickets for entry. This email confirms our acceptance of your order. If you do not receive a confirmation email within 24 hours after purchase, please contact our Client Service at the following address: visit@montblanc.de so we can assist (e.g. it may be caught in a spam filter). It is the Client's responsibility to provide a valid email address and to check for the ticket delivery. Montblanc is not liable for non-delivery of tickets due to email issues outside our control (such as spam filtering or address errors). In the event of any technical issue on our side that prevents electronic delivery, tickets will be made available for pickup at the MONTBLANC HAUS' ticket office.

If a customer, deviating from the standard, requests the dispatch of tickets by postal mail, this is possible free of charge.

Online tickets are delivered in electronic form. Each e-ticket contains a unique barcode or QR code that will be checked for entry. You may present your PDF ticket, Apple or Android wallet Ticket on a mobile device or as a printed copy. Please ensure the code is clearly visible.

Each ticket code is valid for a single admission, once scanned at the entrance, it cannot be used again. If multiple copies or prints of the same ticket are attempted, only the first scan will be honoured, and subsequent attempts will be rejected as invalid, regardless of who presents the ticket. If you purchase multiple tickets in one order, each ticket will have its own code. Always double-check the details on your tickets (date, time, quantity) upon receipt and contact us immediately in case of any discrepancy.

Refund, Cancellation and Exchange Policy

Tickets (of all kinds) and vouchers are non-refundable and non-exchangeable once the purchase is confirmed, except as described below. As a general policy, we do not issue refunds for change of mind, schedule conflicts, travel difficulties, illness, or other personal reasons. This policy is in line with German consumer law, which exempts leisure services booked for a specific date or period from the 14-day cancellation right. No "cooling-off" period applies to online ticket purchases for exhibition admissions or events (Section 312g paragraph 2 No. 9 of the German Civil Code (Bürgerliches Gesetzbuch), meaning all orders are firm and final. Please review your order carefully before payment.

For private guided tours or workshops, it is possible to request a change of date and number of people, as well as a cancellation, if and only if the request is made in writing 30 working days before the agreed visit date (the visit date is not included in the calculation).

Regarding online sales of vouchers, they may be refunded within 14 days of the purchase date. In accordance with German consumer law, online purchases of gift cards qualify for withdrawal within 14 days of the purchase without reasoning.

Event Cancellation by Montblanc: If Montblanc cancels an event or closes the MONTBLANC HAUS on a given day (for example, due to unforeseen circumstances), Client will have to choose between receiving a voucher (price paid) for a new date or a full refund. We will notify affected clients via the contact information provided (e.g. email) with instructions for obtaining the refund or rebooking. In such cases, our liability is limited to the refund of the ticket price, no additional compensation for travel, accommodation, or other expenses will be provided. If an event is rescheduled (instead of fully cancelled), your original tickets may remain valid for the new date; we will inform you if that is the case. If you cannot attend the rescheduled date, you may request a refund.

MONTBLANC HAUS closure / interruption: In the rare event that the MONTBLANC HAUS must be evacuated or closed during normal opening hours (e.g. due to a security threat, technical issue, or emergency) and you are unable to enjoy your visit, we will offer to exchange your ticket for an alternative date or issue a refund, as appropriate. If a special event is interrupted after it has begun, we will determine any refund or credit based on the circumstances. We will always comply with applicable consumer protection laws regarding such situations.

No-Shows and Delay: If you do not use your ticket on the specified date (and time, if timed entry) and did not contact us in advance for an exchange (or the exchange was not possible) or if you arrive more than 30 minutes late compared to the time indicate on your ticket, the ticket is forfeited. It cannot be refunded or used on a different day. Unused tickets have no exchange or resale value after the fact.

Lost, Stolen, or Damaged Tickets: Lost or stolen tickets will not be replaced or refunded. We cannot issue duplicate tickets if you misplace them, to prevent potential misuse. If you damage a paper ticket to the point that it will not scan, our staff may be able to look up the purchase (with proof of identity), but entry is not guaranteed if the ticket code has already been used. For e-tickets: if you accidentally deleted or cannot find your e-ticket email, you may re-download your ticket, via your online account if you created one, or contact us for assistance. However, if someone else gains access to your e-ticket (e.g. email hacked or printed ticket lost) and uses it, we are not obligated to admit the later presenter of the same ticket. The first scan of the barcode will lock out subsequent scans.

For more information, please contact the MONTBLANC HAUS (visit@montblanc.de).

Ticket Transfer and Resale Prohibition

No Unauthorised Resale: Tickets sold by Montblanc intended for the personal use of the buyer or designated recipient. We strictly prohibit the resale of tickets for profit or commercial gain. If we discover that a ticket has been resold or offered for resale in violation of these terms (especially at a price higher than its face value), we reserve the right to invalidate the ticket without refund and to refuse entry to the holder of the ticket. Montblanc may also take legal action against

individuals or entities involved in unauthorised resale or “scalping” of our tickets. We actively monitor secondary markets and will void tickets found to be sold there.

It is also forbidden to use our tickets as prizes in contests, lotteries, or for any promotional purpose without our prior written consent. Our tickets may not be bundled with travel or hospitality packages by third parties without authorisation.

Ticket Transfers: Even in personal transfers, the ticket may not be sold for profit. Selling a ticket above its face value is strictly forbidden under all circumstances. If you cannot attend an event, you may at your own risk give your ticket at cost to someone else (except where tickets are nominal and non-transferable), but you must not advertise such transfers publicly in a commercial manner.

Buying from Third Parties: We urge clients to only buy tickets directly from Montblanc. Tickets purchased from unofficial sources (like ticket scalpers or unauthorised resale websites) may be invalid. We will not honour counterfeit tickets or tickets that have been reported lost or stolen. If you buy a ticket from someone else, you assume the risk that the ticket could be cancelled or fraudulent. Montblanc is not obligated to refund or replace tickets obtained through unofficial channels. For your security, always check our website for the official ticketing outlets.

By purchasing a ticket, you agree not to resell it or aid in its resale in violation of these terms. This policy helps us ensure fair pricing and availability for all our visitors. Violations may result in cancellation of tickets and potential legal consequences.

Data Protection and Privacy

Personal Data Use: In the course of your ticket purchase and visit, Montblanc may collect and process some personal information as set out in the Montblanc Privacy Policy : <https://www.montblanc.com/de-de/terms-and-legal/privacy-policy.html>.

Intellectual Property

All content provided by Montblanc or displayed at our exhibition and workshop is protected by intellectual property laws. This includes, without limitation, the content on our website and ticketing platform, brochures and guides, exhibition descriptions, images, photographs, videos, audio recordings, logos, artwork, and trademarks associated with the MONTBLANC HAUS or our exhibitions. Montblanc or its licensors retain all rights, title, and interest in these materials. By purchasing a ticket or visiting the MONTBLANC HAUS, you do not acquire any ownership or usage rights in such intellectual property. Reproduction or distribution of any protected materials is forbidden without prior written permission from the Montblanc or the relevant rights holder. In particular, our name, logo, and design marks are registered trademarks – use of these in any commercial manner (including implying an affiliation or endorsement) is strictly prohibited without authorisation.

Photography/Recordings by Visitors: You are generally permitted to take casual photographs or short videos of the exhibits and venue for personal, non-commercial use, unless signage or staff indicate otherwise for specific works. However, even for personal use, flash photography and professional equipment are not allowed. Any photographs, footage, or recordings you capture must be for private enjoyment only. You may not publish, sell, or commercially exploit such photos/videos without permission. This means you should not upload images of our exhibits to commercial stock photo sites, sell prints, or use them in any commercial project or advertisement. For clarity: photography for editorial or scholarly purposes (e.g. a news article or

academic paper) may be permissible under certain conditions – please contact us for clearance if needed. We welcome social media sharing of the Exhibition, but please ensure that it remains non-commercial and respectful of any indicated restrictions. Photos and videos are not allowed in the Manufacture. If you are a professional photographer or media crew looking to film or shoot in our spaces, please contact our press office in advance to obtain the necessary accreditation and schedule. Unauthorised photo or video shoots, modelling sessions, or use of drones within the premises are prohibited. We reserve the right to ask you to cease any filming/photography that is disruptive or not in compliance with our policies, and to confiscate footage in extreme cases of violation.

Event Content: Many exhibitions or performances hosted by Montblanc at the MONTBLANC HAUS involve creative content (artworks, music, lectures, etc.) that is protected by copyright belonging to the artists or performers. We respect these rights. As an attendee, you must also respect them – do not make any audio or video recordings of performances, and do not reproduce any artwork images beyond what is allowed for personal use as stated. Our staff or contracted photographers may take photos or videos during events for archival and promotional purposes; Montblanc retains rights in those materials. By attending, you acknowledge that you might incidentally appear in such media and consent to Montblanc’s usage of that footage (we will not specifically highlight you without permission, this is just a general event documentation policy).

If you wish to use any of Montblanc’s intellectual property (including logos or images of our building/exhibits) for purposes like publications, educational materials, or merchandise, please contact us at the following address: visit@montblanc.de – we have a process for licensing or granting permission on a case-by-case basis. Any unauthorised use of our intellectual property will be pursued in accordance with applicable law.

Liability and Disclaimers

Liability Limitations: Montblanc endeavours to provide a safe, high-quality experience. However, to the extent permitted by law, our liability to you is limited. We are liable for any direct losses or damages that are a foreseeable result of our breach of contract or negligence. But we are not liable for any indirect, consequential, or special damages such as travel or accommodation expenses, loss of enjoyment, or other costs beyond the ticket price. In any case, if Montblanc is found liable to you, the maximum compensation will generally not exceed the total amount you paid for your ticket(s) in question, except in cases of wilful misconduct or bodily injury. We do not seek to exclude or limit liability for death or personal injury resulting from our negligence, nor for any other liability that cannot be excluded under applicable law – your statutory rights as a consumer are not affected.

Force Majeure: Montblanc shall not be held responsible for any failure to perform its obligations (such as holding a scheduled event, opening the exhibition spaces, or honouring a ticket) if such failure is the result of circumstances beyond our reasonable control. Such force majeure events include, but are not limited to: natural disasters (e.g. earthquake, flood, extreme weather, fire or explosion, war, terrorism or threat of terrorism, civil commotion or riots, government orders or regulations (e.g. lockdowns, health emergencies), strikes or labour disputes, infrastructure failures (power blackout, internet outage), or other emergency situations making it impossible or unsafe to operate). In such cases, our obligations are suspended for the duration of the event. We will make reasonable efforts to inform ticket holders of cancellations or changes caused by force majeure and to mitigate impacts (e.g. by rescheduling events or issuing refunds as appropriate),

but we will not be liable for any compensation beyond what is outlined in our cancellation/refund policy.

Personal Property: Visitors are responsible for their personal belongings. Montblanc will not be liable for loss, theft, or damage to personal items brought into the MONTBLANC HAUS, unless such loss is a direct result of our staff's fault or a facility failure. We urge you to keep valuables secure and to report any incidents to staff immediately so we can assist or file a report. Any items checked into our lockers are left at the owner's risk (although we will exercise care, we do not accept liability for items that are not properly deposited or for high-value items that should not be checked).

Personal Injury: We strive to maintain a safe environment. If you are injured on our premises and we are at fault (for example, due to a hidden hazard we negligently left unaddressed), we will of course accept responsibility according to law. Meaning, we are liable without limitation for intent and gross negligence. In the event of simple negligence, Montblanc shall only be liable – except in the case of injury to life, limb, or health – if essential contractual obligations are violated. Liability is limited to the damage that is typical for the contract and foreseeable. This limitation of liability does not apply to mandatory statutory no-fault liability. However, be aware of your surroundings and follow staff instructions, as some areas (especially during exhibit installations or in older buildings) may have uneven flooring, low lighting, etc. Montblanc is not liable for injuries resulting from disobeying safety guidelines or misuse of facilities. Parents/guardians are fully responsible for supervising children to prevent accidents.

Apart from the refund/exchange remedies described in these terms, and except as required by law, no further claim for compensation may be made against Montblanc for any disruptions or cancellations. You agree that your legal remedies, if any, will be limited to breach of contract. Nothing in these terms is intended to infringe upon your non-excludable legal rights. If you believe we have not met our obligations, please contact us and we will attempt to resolve the issue amicably.

Governing Law and Dispute Resolution

Applicable Law: This agreement and any disputes or claims arising from ticket purchases or attendance are governed by the laws of Germany excluding the United Nations Convention on Contracts for the International Sale of Goods. As a consumer, you also benefit from any mandatory provisions of law in your country of residence. In the event of a conflict between German law and other consumer protections that apply to you, we will uphold whichever protection is stronger in your favour, as required by law. The T&Cs (originally in German) may be provided in other languages for convenience; in any discrepancy, the German text will prevail.

Complaints and Client Service: We genuinely hope you have an excellent experience. If you encounter any problem or dissatisfaction, please first contact our Client service (via visit@montblanc.de) so we can try to resolve it. We aim to acknowledge and address complaints promptly and fairly. Most issues can be resolved through direct communication.

Jurisdiction: Any litigation shall be brought before the competent courts of the jurisdiction where Montblanc is established (Germany), unless applicable laws require that it be filed in the courts of your country of residence. For EU consumers, you may file in the German courts or in the courts of your home EU member state. By accepting these terms, you consent to the jurisdiction of such courts for resolving disputes.

Legal statement: These T&Cs are intended to comply with German Civil Code (Bürgerliches Gesetzbuch) and other relevant regulations. If any provision is found to be invalid or unenforceable under the law, it will be interpreted in a manner consistent with applicable law or, if necessary, severed, without affecting the validity of the remaining provisions. Our failure to enforce any provision of these T&CS shall not be deemed a waiver of our rights.

The house rules of the MONTBLANC HAUS (attached as an appendix) apply and are expressly accepted by concluding a contract with Montblanc. Furthermore, animals (except official assistance dogs) can only access the spaces on ground floor level.

Contact Information:

visit@montblanc.de