

General terms and conditions for plant tours

Steel

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Number/list of participants

The number of participants stated in the booking confirmation **is binding**.

A **reduction** of the group size from two teams (30 persons) to one team (15 persons) is possible **up to 10 working days (Mon.- Fri.)** before the visit date.

Should the number of participants exceed the previously agreed number, we reserve the right **to exclude non-registered persons** from the factory tour on the day of the visit. If the actual number of participants is below the previously agreed number, the full costs of the original planning will be charged.

You will receive a link for drawing up **a list of participants**. Please **complete this truthfully and in full no later than three working days (Mon - Fri) before the day of the visit**.

Delay in arrival, cancellation

Please arrive **punctually** at the agreed time: the tour will otherwise have to be shortened.

Please give us prompt notification – **tel. +49 203 52-24425** – **in the event of emergencies or delays in arrival** on the day of your visit.

The **tour can be cancelled free of charge** at the booked conditions **up to 10 working days (Mon. - Fri.)** before the date. If you do not cancel the appointment in time or do not inform us of a reduction in the number of participants in time, we will charge you the full cost of the original planning.

Payment terms

You will **receive an invoice** sent to your specified billing address after the tour.

Safety/clothing information

Please **observe** the separate **safety and clothing instructions**.

The Visitor Center reserves the right to **exclude anyone who does not observe these instructions from the plant tour**.

Transfer

The Visitor Center conducts the plant tours in a **company-owned bus**. Non-company buses are not permitted.

Program

We reserve the **right to amend the program at short notice on the day of the visit** for operating or weather reasons. Please note that this is a production facility. The Visitor Center cannot influence any current production processes, so you are not entitled to demand to see ongoing production processes.

Equipment

On the day of your visit, you will be **provided with the requisite protective equipment** for visitor groups (e.g., hard hat, goggles, ear protection). The complete wireless tour guide system (receiver and headphones) and personal protective equipment loaned to you for the plant tour **must be returned the Visitor Center at the end**. We will invoice you for any missing or vandalized equipment.

Privacy policy

The personal data required for conducting the plant tour is gathered and processed by thyssenkrupp Steel Europe AG in compliance with the applicable statutory provisions (especially the European General Data Protection Regulation, Germany's Federal Data Protection Act as amended, and the Telemedia Act).

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