

General terms and conditions for plant tours

Steel

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Participation number/ list

The minimum number of participants for a plant tour is 5 people. The maximum number of participants is 25. **The number of participants** stated at the time of booking and in the booking confirmation **is binding**; subsequent changes are only possible within the following framework:

The **Visitor Center must be notified of any subsequent changes to the group size**. It is not possible to subsequently fall below the minimum number of 5 participants or exceed the maximum number of 25 participants.

If the originally booked group size is more than 25 people, a subsequent **reduction of the group size to less than 20 people is only possible free of charge up to 10 working days (Mon.-Fri.) before the date of the visit**. If the same reduction is made later, this will be regarded as a partial cancellation and will incur the cancellation fees specified in the section 'Delay and Cancellation'. The section 'Delay and Cancellation' applies in this case. A subsequent increase in the number of participants is only possible in individual cases in consultation with the Visitor Center and may have an impact on the tour price.

If the number of participants on the day of the visit exceeds the previously agreed number, we reserve the right to **exclude non-registered persons** from the plant tour. If the actual number of participants on the day of the visit is lower than the previously agreed number, the full costs of the original booking will still be charged.

You will receive a link to create a **participation list** before the plant tour. Please fill this out truthfully and completely **up to three working days** (Mon - Fri) before the day of the visit. For reasons of plant safety, the first name, surname and date of birth of all participating persons must be stated.

Delay and Cancellation

Please arrive **punctually** at the agreed time, otherwise the tour will have to be shortened. In emergencies and in the event of **delays on the day of your visit**, please inform us immediately by calling +49 203 52-24425.

The plant tour can be canceled free of charge up to 10 working days (Mon.-Fri.) before the date of the visit. For cancellations received by the Visitor Center no later than 3 working days (Mon.-Fri.) before the date of the visit, 90% of the costs of the original booking will be charged. Cancellations within the last 3 working days (Mon.-Fri.) before the date of the visit and no-shows will be charged the full cost of the original booking.

The date on which the Visitor Center receives the cancellation is decisive. Cancellations must be made in text form and can only be effectively sent to **visitors.steel@thyssenkrupp-steel.com**. A cancellation is irrevocable after the effective receipt by the Visitor Center.

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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 transfer on the plant site takes place in a bus. It is **possible to use your own bus (guest bus)**. This must be **specified in the booking**. Please note the **safety regulations**: not permitted are regular service/ articulated buses, double-decker buses and buses with a height of over 3.80 meters. Seats should face in the direction of travel. Provide additional seating for the guide. Recommendations: unprinted/ non-tinted side windows, clarify the driving and break times of your bus company.

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).