Lufthansa Seeheim Shuttle Special Conditions of Carriage

As of June 2025

For your legal safety

Lufthansa Seeheim Shuttle Special Conditions of Carriage

1. Lufthansa Seeheim Shuttle scope of activity and application

The carriage of passengers and luggage on Lufthansa Seeheim Shuttle scheduled services is governed by the General Conditions of Carriage, in accordance with the Ordinance on General Conditions of Carriage for Tram and Bus Services and for Scheduled Services using Motor Vehicles (BefBedV). These Special Conditions of Carriage shall apply in addition and, where applicable, alternatively.

Ramsbrock Busreise Service e.K. is the holder of the route licence (transport company), and is responsible for organising the trips.

The Lufthansa Seeheim Shuttle may only be used by hotel guests or with the prior authorisation of the hotel management.

2. Punctual attendance of the passenger

2.1 For safety reasons and to ensure punctual departure, passengers must arrive at the stop in a timely manner, i.e. at least 5 minutes before departure.

2.2 If passengers do not arrive on time or cannot provide proof of reservation/booking, the transport company may refuse carriage. It shall not be liable to passengers for any damage or expenses arising as a result of the passengers' failure to comply with these requirements.

3. Passenger duties

3.1 For their own safety, passengers should remain in their seats during the journey and not walk around. If seat belts are available, all passengers must wear them.

3.2 Instructions from the driving personnel regarding driving operations must be followed at all times. The driving and handling personnel are authorised to refuse persons who are obviously under the influence of alcohol or other drugs. The same applies to customers who, for other reasons, endanger the safety of fellow travellers or who have a strong negative impact on their well-being. In this case, said customers shall not be entitled to alternative transportation.

3.3 Smoking and eating on the bus is not permitted. When making urgent telephone calls, it is important to ensure that this does not disturb other passengers or the driver.

3.4 Sections 3 and 4 of the BefBedV remain unaffected.

3.5 Passengers must choose their departure time so that they reach their airline's airport check-in counter at least 2 (two) hours before the scheduled departure. No liability shall be accepted for consequential damage resulting from non-compliance with these guidelines or for delays beyond reasonable control (e.g. traffic jams, vehicle defects, etc.). No damage claims may be lodged on this basis.

4. Carriage of children

4.1 The carriage of unaccompanied children under the age of 12 is not permitted. Children under the age of 12 are not allowed to enter the city centre unless accompanied by an adult at least 18 years of age. Ramsbrock Busreise Service e.K. does not supervise minors travelling alone.

4.2 Babies weighing up to approx. 13 kg or aged up to eighteen months may only be transported in a suitable infant carrier. Infants weighing up to approx. 18 kg or aged up to 4 years must be transported in an age-appropriate child seat. An additional seat must also be booked for children under the age of 2.

4.3 Required booster seats will be provided free of charge upon prior notification.

5. Carriage of persons with disabilities or reduced mobility

5.1 Please note that due to infrastructure and vehicle design, it is not possible to safely assist with the boarding, alighting or transportation of persons with reduced mobility. Passengers must therefore be able to board the bus and get to their seat independently or with the help of their companion or the bus driver. If this cannot be guaranteed, we will be forced to refuse carriage for safety and liability reasons. Wheelchairs may only be taken on board if they are foldable and can be stowed in the hold.

6. Carriage of luggage

6.1 Each passenger may carry one piece of baggage weighing a maximum of 23 kg and one piece of hand baggage weighing a maximum of 8 kg. Hand baggage must fit in the overhead luggage rack and may not exceed 50 x 30 x 20 cm in size.

6.2 Personal documents, medication, valuables, mobile phones and laptops must be carried in the passenger cabin. In addition to hand baggage, one additional piece of baggage (max. 30 x 40 x 10 cm, e.g. handbag, laptop bag), one baby carrier or child car seat or one foldable pushchair/buggy per travelling child, and wheelchairs/mobility aids may be carried.

6.3 Luggage or larger items such as pushchairs/buggies or wheelchairs/larger mobility aids may not be transported in the passenger cabin, and must instead be loaded into the luggage compartment. Objects must be suitably packed to protect them against soiling or damage. Ramsbrock Busreise Service e.K. accepts no liability for soiled or damaged personal items.

6.4 Baggage not fulfilling the requirements set out in these Conditions of Carriage or not complying with the safety requirements in accordance with Section 11 BefBedV may be excluded from carriage.

7. Carriage of animals

7.1 You have the option of travelling with an accredited assistance dog. Please inform us in a timely manner, at least 24 hours before departure, if you are travelling with an assistance dog.

7.2 By prior arrangement, a dog or cat may be transported in a box (maximum dimensions 55 x 40 x 23 cm, waterproof, non-breakable) in the passenger cabin (maximum total weight of animal and box 8 kg). It is not possible for larger or heavier animals to be transported in either the passenger cabin or the luggage compartment.

7.3 Assistance dogs and crates for transporting animals must fit in the footwell in front of the passenger's seat and remain there for the duration of the journey. Assistance dogs must lie or sit on the floor in front of the seat, on a lead. Under no circumstances may the dog be transported on a seat. To ensure a safe, smooth journey, the animal must be trained to behave properly. If this is not the case, the passenger may be asked to put a muzzle on the animal for the journey. Failure to do so may result in denial of carriage.

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