General Terms and Conditions for the Rental of Portable Toilets at Rock am Ring Festival 2027
As of 20 November 2026

1 Scope and contracting parties

1.1 These General Terms and Conditions govern the rental and use of portable toilet cubicles ("rental toilets") by visitors ("renters") at the Rock am Ring Festival 2027 ("Festival"). The contracting party and lessor is eventimpresents GmbH & Co. KG, c/o CTS EVENTIM AG & Co. KGaA, Contrescarpe 75a, 28195 Bremen ("Organiser").
1.2 The rental toilets are provided, delivered, installed, cleaned and collected by a service provider appointed by the Organiser ("Service Provider"). However, the Organiser is the renter's sole contracting party and point of contact.
1.3 Festival tickets, camping permissions, other add-on products and attendance at the Festival are subject to the terms agreed for each. The general event terms and conditions, including the parking and camping rules, are available at https://www.rock-am-ring.com/terms-and-conditions. In the event of a conflict, these specific terms and conditions take precedence for rental toilets.

2 Ordering and conclusion of the contract

2.1 The presentation of the rental toilets on the Festival website www.rock-am-ring.com and in the linked ticket shop constitutes an invitation to conclude a rental contract. Availability is limited; orders can only be placed while capacity remains available.
2.2 By clicking the order button labelled to indicate an obligation to pay, renters make a binding offer to rent a portable toilet. An automated confirmation of receipt does not constitute acceptance unless it expressly states that the contract is accepted. The rental contract is concluded only upon an express declaration of acceptance, the dispatch of the rental toilet ticket as an order confirmation, or the commencement of performance.
2.3 A rental toilet ticket only entitles the holder to use the rental toilet in accordance with these Terms and Conditions. It does not replace a Festival ticket or the required camping or Boxenplatz (designated camping pitch) permissions, which must be purchased separately. Access to the Festival grounds is granted only with a valid Festival ticket.

3 Scope of services and rental period

3.1 The rental toilet is provided to the renter who booked it for private use. Renters decide for themselves with whom they share the toilet. Commercial subletting is prohibited.
3.2 The rental toilet is a portable toilet cubicle without a connection to running water. The product description agreed at the time of ordering and these Terms and Conditions apply. Images are for illustrative purposes only.
3.3 Use begins when the rental toilet is handed over and installed and ends at the end of the camping period specified for the order. The Service Provider will collect the rental toilet independently after the Festival. Renters must enable collection in accordance with clause 6.
3.4 The rental price includes the provision of a rental toilet including a padlock, delivery, installation, collection and final cleaning. Intermediate emptying is not included. An intermediate cleaning may be booked separately in accordance with clause 4.9.

4 Delivery times and delivery areas

4.1 Delivery takes place between Wednesday, 2 June 2027, and Friday, 4 June 2027, following prior coordination with the Service Provider appointed by the Organiser. Delivery is available to all regular camping areas and Boxenplätze, except Experience Camping and Utopia Camping.
4.2 Rental toilets for Boxenplätze must be registered by email to festival@rock-am-ring.com by 1 May 2027 inclusive. Registration is for delivery planning and does not replace the prior order of a rental toilet ticket. Registration is intended to enable the order and Boxenplatz to be matched. If registration is late, delivery to the Boxenplatz is only possible following separate confirmation.

4.3 Once renters have arrived and set up their camp or determined its location, they coordinate delivery with the Service Provider and send the camp location via WhatsApp to the telephone number provided for this purpose. Renters will receive the contact number shortly before the Festival through the information channels provided for the order. If sending the location via WhatsApp is not possible, renters must communicate it to the Service Provider by telephone.
4.4 For the handover, renters must have their rental toilet ticket or its scannable code ready and ensure that they or a person authorised by them can be reached and are present at the camp for the agreed delivery. If no one is found, delivery must be rearranged with the Service Provider.
4.5 The specific delivery time is coordinated according to the volume of notifications and local access conditions. Immediate delivery after notification of the location is not guaranteed. Delivery of the rental toilet may take up to six hours. Depending on when the location is communicated to the Service Provider, delivery may not take place until the following day. Delivery appointments agreed with the Service Provider and the delivery window under clause 4.1 remain applicable.
4.6 Renters must keep the route to the desired installation site clear for delivery. The site must be sufficiently level and stable. There must be sufficient space and distance from other camps; escape and emergency access routes must not be obstructed. The installation site must be no more than 5 to 8 metres from a route accessible to vehicles, and must be level and load-bearing. Deliveries take place between 8:00 a.m. and 6:00 p.m. and cleaning between 8:00 a.m. and 8:00 p.m.; neither takes place after dark. No specific time is guaranteed. In the event of a steep slope or risk of tipping, the rental toilet will be installed at a safe alternative location, possibly outside the camp.
4.7 The installation site must be agreed with the Organiser or the Service Provider. If the desired site cannot be safely reached by vehicle or is unsuitable for installation, a suitable accessible location will be selected by agreement. This may be farther from the camp. In these circumstances, there is no entitlement to a site immediately next to the camp.
4.8 Once installed, the rental toilet may not be moved without authorisation. Subsequent repositioning is possible only by arrangement with the Service Provider, subject to availability and for a separately determined fee.
4.9 During the event, one intermediate cleaning per rental toilet per day may be requested via the Organiser's service number. It will be carried out subject to availability. There is no entitlement to a specific time or to service on the same day. Additional intermediate cleaning is paid for when carried out. Ongoing or automatic intermediate emptying is not included. Intermediate cleaning is only possible if the rental toilet is installed no more than 8 metres from the nearest route.

5 Prices and payment
5.1 The rental price and any additional service or shipping charges are displayed during the ordering process before the order is completed. All prices quoted to consumers include statutory VAT.
5.2 Prices for intermediate cleaning are as displayed by the Organiser or Service Provider. Payment is exclusively via the Organiser's cashless payment system. Cash is not accepted.

6 Handover, use and return
6.1 A handover report is prepared on site at handover. It documents, in particular, the rental toilet handed over, the installation site, the lock provided and any visible pre-existing damage or defects. Renters may have their own observations included and receive a copy of the handover report.
6.2 From handover, renters are responsible for using the rental toilet and its accessories with care and securing them appropriately. Renters are liable under the statutory provisions for damage, loss or improper use caused through their fault.
6.3 The rental toilet may only be used for its intended purpose as a sanitary facility. The Service Provider's instructions for use must be observed. In particular, plastic, cans, glass, cigarettes, barbecue charcoal, hygiene products and other foreign materials must not be disposed of in the waste tank; toilet paper is exempt from this prohibition.
6.4 The rental toilet is fitted with a lock provided by the Organiser: either a combination lock with a code or a padlock for which the Service Provider has a master key. Before locking the cubicle from the outside,

renters must ensure that no one is inside. Renters may not attach their own or an additional lock. The rental toilet must be accessible at all times for cleaning and collection.
6.5 Renters may not move, reposition or remove the rental toilet without authorisation or take any action that impairs its stability or endangers others. The Organiser and the Service Provider may inspect and technically check it for a legitimate reason, in particular for maintenance, emptying or hazard prevention, with due regard for privacy.
6.6 Defects, damage, loss and safety risks must be reported without undue delay to the Organiser or the Service Provider using the contact details provided. This applies in particular if a toilet is at risk of tipping, has tipped over or been displaced, or if liquids are leaking. The Organiser and persons appointed by it are entitled to inspect the rental toilet. A rental toilet that is unstable or damaged may only be used again after clearance by the Organiser or Service Provider. Statutory rights relating to defects are governed by clause 7.
6.7 The rental toilet must be kept accessible for collection. Keys are not returned to the Service Provider. Personal belongings must be removed and the collection route kept clear. The toilet cubicle must be accessible to the Service Provider. Once it has been properly made available for collection, renters do not remain liable solely because collection organised by the Service Provider is delayed.

7 Rights relating to defects and liability of the Organiser
7.1 Statutory rights under rental law apply to defects in the rental toilet. The Organiser remains the point of contact for claims arising from the booked rental service, via the communication channels designated by the Organiser.
7.2 The Organiser has unlimited liability for intent and gross negligence, culpable injury to life, body or health, and under the German Product Liability Act. Liability arising from expressly assumed guarantees and for fraudulently concealed defects remains unaffected.
7.3 In the event of ordinary negligence, the Organiser is liable for breach of essential contractual obligations, limited to the damage typical for the contract and foreseeable when it was concluded. Essential contractual obligations are those whose fulfilment makes proper performance of the contract possible in the first place and on whose observance renters may generally rely. Otherwise, liability for damage caused by ordinary negligence is excluded; clause 7.2 remains unaffected.
7.4 These liability provisions apply correspondingly for the benefit of the Organiser's legal representatives, employees and persons engaged in performing its obligations. The Organiser is responsible for the conduct of the Service Provider as a person engaged to perform its obligations in accordance with statutory provisions.

8 Binding order, termination and withdrawal
8.1 The order for the rental toilet is binding. No contractual right to cancel or withdraw without a statutory reason is granted. If renters do not travel to the Festival or do not use the service for reasons solely within their sphere of risk, they are not entitled to a refund of the rental price. Expenses saved and benefits from renting the toilet to another party that must be credited under the law remain to be taken into account.
8.2 Statutory rights, in particular those arising from non-performance, delay or defects, as well as both parties' right to extraordinary termination for good cause under section 543 of the German Civil Code (BGB), remain unaffected. If the rental service cannot be provided because the Festival is cancelled or for other reasons, payment and refund claims are governed by statutory provisions.
8.3 Renters have no right of withdrawal for contracts for services relating to accommodation for purposes other than residential use, the transport of goods, car rental, the supply of food and beverages, or other services relating to leisure activities, where the contract provides for a specific date or period of performance (section 312g(2), first sentence, no. 9 BGB). An order for a rental toilet for the Festival constitutes a declaration aimed at concluding a contract for services relating to leisure activities for which a specific date or period is provided. Statutory rights to terminate the contract remain unaffected.
8.4 Termination of a contract for a Festival ticket or camping permission does not terminate the rental toilet contract.

9 Communication

9.1 General enquiries and registrations of rental toilets for Boxenplätze may be sent to festival@rock-am-ring.com. The Service Provider's separate telephone number for communicating the location and coordinating delivery will be announced shortly before the Festival.

10 Data protection

10.1 During the ticket purchasing process, renters have the option to book a rental toilet for the duration of the Festival. To organise and carry out delivery, their mobile phone number is collected and transmitted to the Organiser.

10.2 To perform the service, the Organiser transmits the renter's first and last name, mobile phone number, camping area and booked services to the appointed Service Provider (SANI GmbH, Winkelhörner Weg 2, 24794 Borgstedt). The Service Provider processes these data solely on behalf of the Organiser and deletes them no later than 30 days after the end of the event. Processing is carried out for the purpose of fulfilling the order on the basis of Article 6(1)(b) GDPR. The data are processed solely for this purpose and stored only for the duration of the event and the organisational follow-up, for a maximum of 30 days, unless statutory retention obligations apply.

10.3 Further information on the processing of personal data and the rights of data subjects, in particular their rights of access, rectification, erasure and objection, is contained in the general privacy notice on the Organiser's website: https://www.rock-am-ring.com/datenschutz

11 Final provisions

11.1 Agreements that deviate from or supplement these Terms and Conditions, as well as substantive amendments, must be made in text form within the meaning of section 126b BGB.

11.2 Rights of set-off and retention are governed by statutory provisions.

11.3 German law applies.

11.4 If individual provisions are invalid, the remaining provisions remain effective. Statutory provisions replace any invalid provisions.