



bookatonce - Specification of services

1. Functions or scope of services of the application

The scope of services of the application, particularly the software functions, the maximum number of user accounts, as well as provided storage space, are defined in the accompanying product information, along with the user documentation of each application.

In case the storage capacity you require for storage of your data exceeds the storage space provided for the application, you will be charged the applicable capacity fees according to the current prices at the time of use. These may be reviewed at any time on our homepage at www.bookatonce.com. We make sure that you are notified when provided storage capacity reaches approximately 85 % of the maximum. Our failure to notify you accordingly does not however release you from the obligation to pay.

We assume no liability for the accuracy and completeness of all master data, text blocks and other formulations provided by us in the application as an aid for illustrative purposes in relation to your business.

2. Provision of the application

Following successful registration, we initially provide you with the application for 30 days for testing purposes. If you wish to use the system beyond the test phase in real operations, you will electronically receive an activation code from us no later than 14 days before expiration of the test phase for continuing unlimited release of the free basic version.

If there is no release via activation code before expiration of the test phase, your access will be automatically blocked and all application data recorded up to that point will be irrecoverably deleted at the block following the test phase.

3. Technical information for the application

3.1 System requirements

The following software and hardware requirements apply to running the application:

- Internet access
- Adobe® Flash® 10.0 or higher
- Internet Browser (Java and cookies activated)
 - Internet Explorer from V6.0 or higher
 - Firefox from V3.0 or higher
 - Safari from V3.0 or higher*
 - Opera from V9.0 or higher the period of use,
 - Chrome from 1.0 or higher* (We recommend using Google Chrome!)
- Screen resolution: 1024 x 768 or higher
- RAM: 256 MB RAM or more

* Currently restricted, i.e. not available for the editing function of own website.



3.2 Availability of application

You are authorised to use the system 24 hours, every day of the week (24x7). In the absence of an additionally booked Service Package with diverging agreement in specifications, service hours are our business hours (Monday-Friday, CET 8 AM to 6 PM, excluding holidays in NRW) For our service hours, we guarantee you 95% availability over the year.

3.3 Response time

Unless otherwise agreed in the specifications of an additionally booked service package, we will take appropriate actions for analysis and resolution of failures for categories 1-3 reported to technical support during agreed service hours with a response time of 4 hours.

3.4 Failure and support categories

Your reported **failures** are classified in the following fault categories:

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| Failure category I | The application is 100% unavailable. There is no access. |
| Failure category II | The application can only be used with limitations; essential functions such as reservation entry, accounting, online booking, are unavailable. |
| Failure category III | Operation is not affected; however, certain functions within the application as defined in the specifications are not fully available. |

Your requested individual **support services** are classified in the following support categories:

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|----------------------|---|
| Support category I | general application support, individual training services |
| Support category II | individual adaptation, external data import |
| Support category III | requests/comments for the system's evolution |

4. Use fees

The compensation amount for services to be rendered within the use concession is calculated on the basis of the stated prices in the corresponding product information/module configurator at the time of initial use.

No special use fee is charged for ongoing use of the basic application.