

General Terms and Conditions

Dear Guest !

We shall spare no effort to arrange for your stay to be as agreeable as possible. This also includes that you know exactly what are the services performed by us, what we take responsibility for and what are your obligations towards us. We would therefore ask you to observe the following general terms and conditions which settle the privacy of contract between you and us and which you acknowledge by your reservation.

1. Conclusion of contract

The contract is concluded as soon as the room/s has/have been booked, confirmed, or if confirmation is no more possible for lack of time, is/are made available. The person/entity effecting the booking, as the client, is jointly and severally liable for all obligations from this contract. Group and tour operators shall make the exact list of participants available by three weeks before arrival. Our express confirmation is required for amendments, modifications and side agreements, no matter of what kind, to become effective. A change in number of rooms plus /. minus 10% may be effected free of charge by three weeks before arrival.

2. Arrival and departure

The room/s may not be moved into before 3.00 p.m. on day of arrival and the room/s shall be returned by 11.00 a.m. on day of departure, except for written agreement to the contrary. We would ask our guest in case of scheduled departure later than 11.00 a.m. to inform the reception accordingly by 10.00 p.m. at the latest on the day before the departure; in case of departure by 6.00 p.m. half the room price, later than 6.00 p.m. the full room price shall be paid. Reserved rooms shall be moved into by 6.00 p.m. at the latest. If that is not the case, the hotel may dispose of the room unless a later time of arrival has been agreed upon expressly.

3. Services and prices

The contractual services result from the information in the confirmation of reservation. The prices agreed upon are inclusive prices. An increase in VAT after conclusion of contract shall be charged to the client. If there are more than four months between the conclusion of contract and the arrival, the hotel reserves the right to change prices without previous announcement.

All quotations of prices apply to 'Deutsche Mark'.

4. Payments

The hotel may demand an advance payment for the reservation, amounting to 50% of the price agreed upon.

If the hotel, as a tour operator, offers package tours, only 10%, max. 500,- DM per pers., may be asked for as cash in advance. If, in those cases, the hotel asks for more cash in advance, the payments made are secured from insolvency acc. to § 651 K of the German Civil Code. The certificate of Security shall be sent after payment received with the confirmation of reservation. If the advance payment is not credited within two weeks be entitled to withdrawal from the contract.

The withdrawal shall be communicated without delay.

Unless otherwise agreed upon in writing between the parties, payment shall be made in cash, on departure at the latest. If an agreement on payment against invoice was reached, the person/ entity having effected the booking shall settle the invoice 10 days from the date of invoice at the latest.

5. Withdrawal

All withdrawals shall be effected in writing.

a) In case of non-utilization of the contractual services, the individual guest shall be obliged to pay

in case of overnight stay agreement	80%
in case of half-board =	70%
in case of full-board =	60%

of the price agreed upon for the period of reservation. The hotel is expected in good faith to let rooms that were not made use of otherwise, in order to avoid losses.

b) The following time limits for cancellation and change in booking shall apply to group reservations by tour operators and travel agencies:

by 42 days before arrival = cancellation free of charge by 28 days before arrival = payment of 50% of the price agreed upon.

If cancellation is made later than four weeks before arrival of there is a decrease in the number of participants according to agreement by more than 10%, the person/entity having effected the booking, shall pay 80% of the price agreed upon for the missing number of participants to the extent that the rooms concerned are not able to be let to other guests.

To the extent that special costs arose in addition to the hotel as a result of the booking, these shall be reimbursed to their full amount by the person/entity having effected the booking.

6. Liability

The contracting party to the hotel, or the guest as such resp. or as the host are fully liable to the hotelier for damages caused by themselves or their guests.

Use of the rooms transferred divergent from the contract, shall entitle the hotel to terminate the contract without notice. The claim for remuneration agreed upon shall not be reduced by this.

The hotel reserves the right to withdraw from the contract if service has become impossible to be performed due to force majeure or labour conflict measures, without claims for damages being able to be derived from this.

The hotel shall be liable for belongings brought along in accordance with the provisions of the German Civil Code. Liability shall be excluded if the room or containers which things were stolen from, were unlocked.

Liability for valuables shall only be undertaken if those are deposited against receipt at the reception. Money shall also be deposited against receipt at the reception.

The hotel shall be liable for the correctness of services described in brochures and proper performance of the services agreed upon by contract.

The hotel shall not be liable for services by hotels which they have mediated.

7. Concluding remarks

The domicile of the hotel shall be the place of performance and jurisdiction as to business transactions.

Parol agreement shall only become effective if the hotel has confirmed them in writing.

If individual provisions of these general terms and conditions are ineffective, the validity of the other provisions shall not be affected.