

Terms and conditions of guest accommodation

Contract fulfilment and cancellation:

The contract (guest accommodation contract) is concluded by a binding booking (verbally, in writing, by fax, e-mail or by telephone).

The provider (hotel) undertakes to provide the services owed under the contract. The guest undertakes to use the booked services or, if necessary, to pay for them. to reimburse the loss in the event of non-utilisation.

Cancellation or no-show:

Regardless of the type of booking, there is no unrestricted general right of cancellation, termination and/or revocation with regard to the accommodation contract concluded. Cancellation, termination and/or revocation by the guest are only possible in the cases regulated by law. In the event of a wrongful cancellation or other wrongful non-use of the booked service, the hotel's right to payment of the agreed room price (total, including selected meals) remains. The hotel will make every effort to rent the room elsewhere in good faith. If this is not successful or only partially successful, the hotel's right to the agreed room rate (total, including selected meals) remains.

In accordance with the recommendations of the German Hotel and Restaurant Association, the Guest Reception Conditions and the jurisprudence, in the event of a wrongful cancellation or other wrongful non-use, especially in the case of cancellation, non-show or early departure, we will make the following deductions from the agreed room rate:

For overnight stay with breakfast 20% deduction on the agreed room rate
Half board/conference packages-30% deduction on the agreed room rate

It is the guest's right to prove to the hotel a higher saving of expenses than planned. The conclusion of travel expenses cancellation insurance is recommended.

Arrival and departure policy:

Unless otherwise agreed, the room is at your disposal from 14. 00 o'clock on the day of arrival. For arrivals after 18.00 o'clock the guest must inform the hotel in good time. If this is not done, the hotel is entitled to occupy the accommodation on the following day. Unless otherwise agreed, the accommodation must be vacated by 10. 30 a. m. on the day of departure.

Objects of the guest:

The guest must immediately report defects in the accommodation or booked services or demand remediation. A room may only be occupied with the agreed number of persons, an infringement may give rise to the right of the hotel to over-calculation or to cancel the contract. A transport of pets of any kind is to be reported on! Furnishings and equipment of the hotel facility are to be treated with care by the guest. In the event of damage or gross soiling of the furnishings or equipment beyond the normal extent, the guest is obliged to pay the hotel the replacement costs or the costs of cleaning. We are a non-smoking hotel! If an alarm is triggered, the causer bears the costs of the fire brigade operation!

Additional provisions:

Any liability or assumption of the duty of supervision of minors by the hotel is excluded:

