



## TERMS AND CONDITIONS FOR ROOM RESERVATIONS

Cancellations reservations must be done written, by mail or fax.

### Bookings

We are happy to accept bookings by phone and verbal bookings. It is in the interest of both parties though, to receive a written confirmation (letter, fax, e-mail). This ensures that your room is ready for you. Should you arrive later than 6:00 p.m. we ask you to inform us beforehand. We cannot secure bookings in written form without deposit or specification of the credit card number. For stays of 3 or more nights we need a deposit in the amount of a one-night stay or specification of the credit card number and the expiry date.

Special cancellation conditions as well as terms of payments apply to group bookings with equal/ more than 10 rooms. Our reservations department is gladly at your disposal.

### Shortening of stay

Shortening of stay of 1 night is free of charge one day before the new departure day until 18 p.m. After 18.00 p.m. 100% of the prior confirmed stay will be charged. Exceptions are special rates, nonrefundable rates with prepayment and during congresses, which will be charged to 100% for the whole stay.

### Cancellation fees and no-show

Cancellation terms and conditions from 6 January to 25 December (excl. Blackout Dates):

#### 1-4 rooms

- To 18:00 p.m. day before the arrival day: free cancellation
- Cancellations after 18:00 p.m day before arrival: the first night is fully charged
- No-show: the first night is fully charged

#### 4-8 rooms

- Until two weeks prior arrival – free of charge
- Until one week prior arrival – 50% charge of booking value
- Until 4 days prior arrival 75% charge of booking value
- From 3 days prior, to arrival – 100% charge of booking value

Cancellation terms and conditions from 26 December to 5 January (New Year period) and Blackout Dates:

- Up to 30 days before arrival: no cancellation fee
- From 30-14 days before arrival: 50% of the total cost, at least one night is charged
- 14 days before arrival, no-show: 100% of the total costs are charged

**For special rates, deals or for bookings of more than 9 rooms, separate cancellation conditions apply!**

**Cleaning**

If spills go beyond the normal level of utilization, also after the departure of the guest, the hotel is entitled to charge the guest the cost of repair or replacement costs for cleaning.

**Examining your credit card**

The credit card will be checked by us prior to arrival to ensure its accuracy.

**Smoking on Rooms**

Our rooms are strictly non-smoking rooms. If you smoke on the room a fee of € 200.- is charged for the special cleaning. Any costs (fire department run) due to the activation of the fire alarm must be paid by the guest separately.

**§ 6 Provision of substitute accommodation**

6.1 The Proprietor may provide the guests with adequate substitute accommodation (same quality) available if this is reasonable for the Party, particularly if the difference is insignificant and objectively justified.

6.2 An objective justification is eg given if the room (rooms) have become unusable (are), guests extend their stay, the establishment is overbooked or other operational measures give rise to this step.

6.3 Any extra costs for the substitute accommodation shall be paid by the Proprietor

TERMS AND CONDITIONS FOR THE HOTEL INDUSTRY 2006 (AGBH 2006) - amended on 15.11.2006