

## Conditions

Dear Guest,

we will do our best to make your stay as pleasant as possible. This also means that you know exactly what services we provide and what liabilities you have towards us. Please note that the terms and conditions are part of all contracts and you accept them. This also applies to telephone contracts or contracts by e-mail.

### 1.) Conclusion of the contract

The contract is concluded as soon as the hotel has promised and/or confirmed in writing the ordering of rooms and/or hospitality to the customer.

### 2.) Arrival and departure

Unless otherwise agreed, the hotel will only make room capacities available on the day of arrival from 3:00 p.m.; the room capacities must be returned by 11:00 a.m. on the day of departure at the latest. In case of late departure until 6 p.m. the hotel is entitled to charge up to 50% of the price, after that up to 100% of the price.

Reserved rooms must be occupied by 8 p.m. on the day of arrival, or the hotel must be informed of a late arrival, otherwise the hotel can freely dispose of the reserved rooms.

The orderer of events sends the hotel a list of the names of the guests no later than 1 week before arrival.

### 3.) Definitive number of participants F&B services

The customer informs the hotel of the definitive number of participants 2 working days before the start of the event. This number of participants is the basis for the calculation.

### 4.) Cancellation deadlines for hotel rooms and packages

It's a shame if a room remains free although other guests would have liked to book. Please inform us in good time (in writing). But cancellations at short notice can also avoid cancellation costs if we can give the room to someone else in this case. In case of cancellation, a booking fee of 20 euros per room will be charged.

We do not assert any claims for cancellations of individual bookings up to 7 days before arrival, after that 80% of the booked service.

Exceptions to certain regional events are agreed in writing in the individual booking confirmation.

### b.) For bookings of more than 3 rooms:

The customer can cancel the booked services free of charge up to 30 days before arrival.

Cancellations up to 14 days before arrival will be charged with 50% of the booked services.

Cancellations received later will be charged at 80% of the booked services.

c.) If you book 10 or more hotel rooms, the cancellation periods mentioned under 4.b.) are extended by 14 days.

d.) Exceptions to which the above-mentioned deadlines can be extended, e.g. for major events, will be confirmed in writing

### 5.) No-Show / cancellation costs

If the ordered services are not used, the customer is obliged to pay for the ordered services in the amount of: 100% for room bookings

If the hotel has incurred additional costs, e.g. by hiring subcontractors, these must be reimbursed in full against receipts.

### 6.) Payments

All invoices issued by the hotel are to be paid without deductions after the service has been rendered.

The hotel is entitled to agree on an advance payment in order to process the services. If this advance payment is not received in due time, the hotel can withdraw from the concluded contract.

### 7.) Liability of the customer towards the hotel

The customer is jointly and severally liable to the hotel for all damage or claims caused directly or indirectly by him or his guests. The hotel is liable for items brought in according to the provisions of the

German Civil Code, unless the room or the container from which the items were stolen were unlocked. Valuables must be deposited against receipt at the reception in order to be held liable.

#### 8.) Hotel Disclaimer

The hotel is entitled to commission any subcontractors to fulfill individual parts of the program in the area of supporting programs and transfers that have been booked with the hotel by the customer. The hotel always acts in the name and on behalf of the customer, in the sense of an intermediary, and is not liable for the proper performance of the services of the respective subcontractor. Should this result in any claims for damages by the customer against a subcontractor, the customer must report these directly to the subcontractor. The billing of the hotel to the customer and his obligation to pay remain unaffected.

#### 9.) Miscellaneous

The hotel reserves the right to withdraw from the contract if force majeure or industrial action make fulfillment impossible without claims for damages being asserted as a result. Changes in the allocation of rooms, the technology, the promised rooms or supporting programs are permitted as long as they do not affect any significant interests of the customer. The law of the Federal Republic of Germany applies, the place of jurisdiction and performance is the hotel's registered office. Should individual provisions of these General Terms and Conditions be ineffective, this does not affect the provisions.