

Terms and Conditions

Dear Guest,

We will make every effort to make your stay as pleasant as possible. This also includes ensuring that you know exactly what services we provide and what obligations you have towards us. Please note that these terms and conditions are an integral part of all contracts, and you acknowledge them. This also applies to contracts concluded by telephone or email.

1.) Conclusion of the Contract

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

2.) Arrival and Departure

Unless otherwise agreed, the hotel will only make reserved rooms available from 4:00 PM on the day of arrival. Rooms must be returned by 11:00 AM on the day of departure at the latest.

In the event of late departure by 4:00 PM, the hotel is entitled to charge up to 50% of the price, and thereafter up to 100% of the price.

Reserved rooms must be occupied by 8:00 PM on the day of arrival, or the hotel must be informed of a late arrival; otherwise, the hotel may reserve the reserved rooms.

The event organizer must submit a list of guests' names to the hotel no later than one week before arrival.

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

The organizer must inform the hotel of the definitive number of participants two working days before the start of the event. This stated number of participants will be the basis for the invoice.

4.) Cancellation deadlines for hotel rooms and packages

It's a shame if a room remains vacant even though other guests would have liked to book it. Please inform us in a timely manner (in writing). However, even last-minute cancellations can avoid cancellation fees if we can reassign the room. A booking fee of €50 per room will be charged for cancellations.

For individual bookings canceled up to seven days before arrival, we will not accept any claims; thereafter, we will charge 80% of the booked service.

Exceptions for certain regional events will be agreed upon in writing in the individual booking confirmation.

b.) For bookings of more than 3 rooms, the following applies:

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

Cancellations received up to 14 days before arrival will be charged 50% of the booked services. Cancellations received later will be charged 80% of the booked services.

c.) For bookings of 10 or more hotel rooms, the cancellation deadlines specified under 4.b.) are extended by 14 days.

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

5.) No-Show / Cancellation Fees

In the event of non-use of the ordered services, the customer is obligated to pay for the ordered services in the following amounts: 100% for room bookings

Any additional costs incurred by the hotel, e.g., through the use of subcontractors, must be reimbursed in full upon presentation of a receipt.

6.) Payments

All invoices issued by the hotel must be paid without deductions after the service has been provided. The hotel is entitled to request an advance payment for the provision of services. If this advance payment is not received on time, the hotel may withdraw from the concluded contract.

7.) Customer's Liability to the Hotel

The customer is jointly and severally liable to the hotel for all damages or claims caused directly or indirectly by the customer or his guests. The hotel is liable for items brought into the hotel according to the provisions of the German Civil Code (BGB), unless the room or the container from which items were stolen was unlocked. Valuables must always be deposited at the reception desk against a receipt to be held liable.

8.) Hotel Exclusion of Liability

The hotel is entitled to commission any subcontractors to fulfill individual program components within the scope of supporting programs and transfers booked through the hotel by the customer. In doing so, the hotel always acts in the name and on behalf of the customer, as an agent, and is not liable for the proper performance of the services provided by the respective subcontractor. Should any claims for damages arise from this, the customer must report these claims directly to the subcontractor. The hotel's invoice to the customer and the customer's obligation to pay remain unaffected.

9.) Miscellaneous

The hotel reserves the right to withdraw from the contract if force majeure or industrial action makes fulfillment impossible, without giving rise to any claims for damages. Changes in room allocation, technology, promised rooms, or supporting programs are permissible as long as they do not affect the essential interests of the customer. The law of the Federal Republic of Germany applies.