

## Terms & Conditions

### 1. Prices

All prices are in euros and include all state taxes and fees. All other statutory charges and extra guest charges are stated separately.

### 2. Check-in and Check-out

Check-in is after 3 PM and check-out at 12 PM. If arrival is earlier than stated check-in time, guests may store luggage. Guest assumes liability for stored luggage.

### 3. Registration Deadline according to Reservations in Allotments and in Event Sectors

In order to confirm certain company allotments, all reservations must be completed and entered 14 days before arrival. This can be in the form of a rooming list or single reservations coming directly from participants. Reservations that are received after a certain deadline are considered according to availability.

### 4. Terminating a Contract from Allotment and in Event Sector

With acquisition of a contract the hotel agrees to offer the proposed room allotment and conference rooms.

The hotel has the right to terminate the contract, as long as it is held within the interest of the customer and a one week cancellation period is kept when:

- a) assumed reason that the organized event will disturb or jeopardize other customers or guests or business in general
- b) hotel's reputation as well as the security of the hotel is in danger
- c) in case of violence (see paragraph 16)

A termination has to be held within a one week cancellation period. The organizer and/or organizing company is excluded from claiming or receiving any compensation.

### 5. Cancellation Policy for Groups, Events and Corporate Clients

With acquisition of a contract the hotel agrees to offer the proposed room allotment and conference rooms.

A room allotment and group allotment can be cancelled (in writing) free of charge up to 90 days before arrival or begin of the event.

If cancellation occurs after 90 days, the following fees will be charged to the customer:

- 89 - 60 days before date of arrival: 10 % of total amount according to calculated offer
- 59 - 31 days before date of arrival: 30 % of total amount according to calculated offer
- 30 - 15 days before date of arrival: 50 % of total amount according to calculated offer
- 14 - 03 days before date of arrival: 80 % of total amount according to calculated offer
- 48 hours before arrival: total amount according to calculated offer

Charging of cancellation fees can only occur when conference and guest rooms cannot be sold to other potential customers. Charges that have incurred during planning, for instance rental fees for equipment, will be charged to full extent to the organizer.

### 6. Reducing Allotment

30 % of the allotment can be cancelled free of charge 89 – 31 days before date of arrival.

10 % of the allotment can be cancelled free of charge 30 days up to 48 hours before arrival. A cancellation free of charge is not possible 48 hours before arrival.

### 7. Minimum Number of Participants for Conferences and Meetings

An event organizer has to state the minimum number of participants latest 5 working days before the beginning of an event.

This number is important for billing purposes. If there are fewer participants than minimum number, billing will not be affected.

If, however, there are more participants, billing will be affected. If number of participants is 5% more than minimum number of participants, then planned F&B services may not be served.

If the hotel does not receive a stated minimum number of participants, three working days before beginning of an event, then number that is stated in contract will be used.

### 8. Cancellations concerning individual Bookings

A cancellation of a reservation (individuals) can be only be done in written form. If this does not occur, then cancellations fees, according to contract, will be charged. Only if an option date has been set, can a customer withdraw from a contract / reservation without cancellation fees. If a customer has not utilized his / her reserved services, the hotel has the right to resell these services. The hotel has the right to request compensation for not sold services reserved for a customer. A customer is obligated to pay at least 90 % of contract accomodation rate, 70 % of halfboard (dinner arrangements) and 60 % for packages and other services.

### 9. Court of Jurisdiction

The court of jurisdiction is responsible for the liability of offered services from the hotel for guests.

### 10. Changes

Changes made to event programs or number of participants might make it necessary to change agreed price. The hotel only has to consider such changes when they have been confirmed in writing.

### 11. Service

Services offered, should be exclusively drawn upon services from the hotel. When drinks are served, corkage has to be charged along with the normal price of a drink. This corkage is calculated from 50% of the sales price of one drink.

## 12. Process of Events

An event organizer has the right to use, according to agreement with the hotel, all offered devices intended for conference use.

The event organizer has to make sure that his / her clients are considerate with the use of these devices and the premises. It is prohibited to tape, stick or pin anything to the walls of this premises.

The event organizer is responsible for any damages done to devices or items standing within the conference room. The hotel is not responsible for devices or items brought to an event from the organizer himself (unless otherwise noted).

The hotel is not responsible for small damages (up damages resulting in €1.000) done to items or devices brought to an event by the organizer or his clients and cannot therefore not be compensated. This is also valid when the hotel offers conference rooms where doors can be locked. It is recommended to use a hotel safe or safety deposit box.

## 13. Leaving Conference Rooms

The organizer must leave the booked conference room(s) at allotted end. If a conference room as been booked for day use, then the allotted time ends at 9 PM on the same day.

If the organizer does not abide by the allotted time, the hotel has the right to remove any items used from the conference room as well as charge an extra day rate use.

## 14. Deposit

A deposit of 30 % of full amount has to be paid 21 days before arrival, according to contract. If this is the case only then can a contract be negotiated. This deposit is non-refundable and can be charged to the bill. If the customer does cancel his or her booking and the hotel is able to resell services then a deposit will be refunded under the condition paragraph 4-6. This deposit must be transferred to the hotel bank account.

## 15. Payment

All bills must be paid within 7 days. The open amount has to be transferred to the hotel's bank account stated in Paragraph 14.

If a bill has not been paid within 30 days, the hotel has the right to charge 3% of the open amount plus interest.

## 16. Violence

If violent actions shall occur, then both parties are exempt from these terms and conditions. Violent actions include: war, strike, riot, hostage, building collapse and suspension of public transport (excluding strike and weather).