

The contract is concluded as soon as the rooms or meeting or banquet rooms have been ordered and confirmed.

1. option dates are binding for both contracting parties. The hotel reserves the right to freely dispose of the optioned rooms or meeting or banquet rooms after the expiration of the option dates without receipt of a binding booking.

2. the guest list must be received by the hotel at least 7 days before the event. The hotel must be informed immediately of any changes. If the number of participants for conference groups falls below 8 or the number of guests for banquet reservations falls below 10, we reserve the right to charge a room rental fee.

3. Reserved event rooms are only available at the times agreed or confirmed in writing. Use of the event rooms before or after the agreed period requires consultation with the hotel and may be subject to charges.

4. Reserved hotel rooms are available to guests from 3:00 p.m. on the day of arrival until 10:00 a.m. on the day of departure. Rooms may be assigned earlier subject to availability only. As a rule, it is not possible to assign rooms in the morning. Organizers are requested to inform guests to this effect.

5. hotel rooms that have not been used by 6:00 p.m. may be rented to other guests by the hotel.

6. guests are requested to inform the reception in case of early departure at the latest by 6.00 p.m. on the day before departure; in case of departure before 6.00 p.m. half the room rate is to be paid, in case of departure after 6.00 p.m. the full room rate.

7. which services are contractually agreed, results from the reservation confirmation. Unless otherwise agreed, the prices in the hotel brochure, the conference and banquet information, and the food and beverage menus shall apply.
beverage menus.

8) If the period between the conclusion of the contract and the utilization of services exceeds six months or a yearly change, the hotel reserves the right to make price changes.
price changes.

9. a refund of ordered but not used services is not possible.

10. the prices are including service charge and the legal value added tax. If the rate of the statutory value added tax changes after the conclusion of the contract, the agreed price will be changed accordingly.

11.

a) In case of cancellation of individual bookings in the hotel of maximum four nights, the following costs will be charged:

- up to one day before arrival: no costs
- from the day of arrival: 80% of the agreed costs

b) In case of cancellation of group bookings of five or more hotel rooms and/or conference or banquet rooms and/or booked conference or catering packages, the following costs will be charged:

- up to 42 days before the start of the event:
no costs

- 41 to 21 days before the start of the event:
45% of the agreed costs

- 20 to 4 days before the start of the event:
60% of the agreed costs

- 3-0 days before the start of the event:
80% of the agreed costs

(only in case of non-rental of the rooms or conference or banquet rooms)

c) In case of cancellation of arrangement bookings at the hotel, the following costs will be charged:

- up to 14 days before arrival: no costs
14-0 days before arrival: 80% of the agreed costs

12. changes in the specified number of guests must be notified to the hotel no later than 3 days prior to the event; otherwise, the ordered number of persons will be used and charged when invoicing in relation to the agreed services or packages. In the event of a reduction in the number of participants by more than 10%, point 11 shall apply. 13.

13. the organizer is liable for the payment for additional services used by the guests or forwards the invoice for these services to the guest and takes care of the settlement of the invoice.

14. if conference guests stay longer in the restaurant after dinner than until 1.00 a.m., a service surcharge of € 50.00 per hour will be charged.

15. for banquet events, we charge personnel costs of € 150.00 per hour from 1.00 a.m. onwards.

16. should there be pollution or damage due to sparklers, confetti or similar, we charge cleaning costs or damage compensation.

17. invoices are payable within 7 days from the date of invoice without deduction.

18. cash payments are not possible.

19. the correction of errors and typographical and arithmetical errors is reserved.