

Terms and Conditions for Hotel Accommodation

Scope of Application

1. These terms and conditions apply to contracts for the temporary rental of hotel rooms for accommodation purposes as well as to all additional services and deliveries provided by the hotel to the customer.
2. Subletting or re-letting of the rooms provided, as well as their use for purposes other than accommodation, require the prior written consent of the hotel.
3. The customer's own terms and conditions shall only apply if expressly agreed in advance and confirmed in writing by the hotel.

1. Reservation, Contractual Partners

1.1 The accommodation contract is concluded as soon as the room has been ordered and confirmed. The hotel is free to confirm the reservation in writing.

1.2 If the period between conclusion of the contract and provision of services exceeds 180 days, the hotel reserves the right to change prices without prior notice if required by economic circumstances.

1.3 Reserved rooms are available from 3:00 p.m. on the day of arrival and until 11:00 a.m. on the day of departure. The customer has no right to earlier availability.

If the room is not vacated by 11:00 a.m. on the day of departure, the hotel may charge a fee for use of the room until 3:00 p.m. to compensate for damages incurred; departures after 3:00 p.m. will be charged at the full room rate.

The hotel is entitled to reassign reserved rooms after 6:00 p.m. unless a later arrival time has been expressly agreed and confirmed in writing by the hotel.

1.4 There is no entitlement to specific rooms or facilities. If confirmed rooms are not available, the hotel may provide equivalent accommodation, including in another establishment.

1.5 Contractual partners are the hotel and the customer. If a third party makes the booking on behalf of the customer, that party shall be jointly and severally liable with the customer for all obligations arising from the accommodation contract, provided the hotel has received a corresponding declaration.

2. Services, Prices, Payment

2.1 The customer is obliged to pay the agreed prices for the room accommodation and any additional services used. This also applies to services and expenses incurred by the hotel at the customer's request involving third parties.

2.2 The hotel is entitled to request advance payments or deposits, particularly for group reservations and international guests. The amount and due dates may be agreed in writing. If agreed deposits are not received at least 10 days prior to arrival, the hotel may withdraw from the contract.

2.3 Advance payments will be fully refunded in the event of timely cancellation (see Sections 3.2 and 3.3).

2.4 Hotel invoices are payable immediately, at the latest upon departure, without deduction and in cash. Acceptance of cheques, credit cards or other means of payment is subject to prior agreement and only for settlement purposes.

2.5 Unless otherwise stated, the room price includes accommodation, booked meals only, service charges and statutory VAT. All prices are stated in euros. Changes in VAT rates will be passed on accordingly.

2.6 Accommodation Tax

Please note that for stays from 1 April 2026, a bed tax of 3.5% on the overnight accommodation price will be charged in accordance with municipal regulations. This tax will be shown separately and charged in addition.

2.7 Prices may be adjusted if the customer subsequently requests changes to the number or type of rooms, hotel services or length of stay and the hotel agrees.

2.8 In justified cases (e.g. payment arrears), the hotel may require an advance payment or security up to the full agreed remuneration even after conclusion of the contract.

3. Withdrawal by the Customer (Cancellation)

3.1 Cancellation of the contract must be made in writing.

3.2 If a deadline for withdrawal has been agreed in writing, the customer may withdraw free of charge until that deadline.

3.3 Individual reservations may be cancelled free of charge until 6:00 p.m. on the day of arrival.

Early booking rates are non-refundable.

Saver rates may be cancelled free of charge until 6:00 p.m. one day prior to arrival.

2- or 3-night deals may be cancelled free of charge until 6:00 p.m. two days prior to arrival.

3.4 The hotel shall offset income from re-letting the rooms and saved expenses.

3.5 Except for early booking rates, the hotel may charge a lump-sum cancellation fee of 90% of the agreed overnight price. For no-shows under early booking rates, 100% will be charged. The customer may prove that no or lesser damage occurred.

3.6 Group cancellations (from 5 persons) are free of charge up to 10 weeks prior to arrival. Later reductions are subject to staggered charges up to 90%.

3.7 The hotel shall endeavor to re-let unused rooms to avoid losses.

3.8 Cancellations of allotments are free of charge up to 3 days prior to arrival for business bookings and up to 7 days for private bookings. Thereafter, 90% of the room price will be charged.

4. Withdrawal from the Contract

Both parties may withdraw from the contract for justified reasons such as force majeure or misleading booking information. In such cases, no claims for damages shall arise.

5. Liability of the Hotel

The hotel's liability is governed by §§ 701–703 BGB and is limited to intent and gross negligence, except in cases of injury to life, body or health.

6. Final Provisions

German law applies. Place of performance and jurisdiction is the registered office of the hotel. Should individual provisions be invalid, the remaining provisions shall remain unaffected.