

# Dear Guest!

We will make every effort to make your stay as pleasant as possible. This also includes you knowing exactly which services we provide, what we are committed to and what your obligations are towards us. Please note the following

## General Terms & Conditions

that shall govern and clarify the contractual relationship between you and us in both parties' interests and that you acknowledge when you make a booking.

### 1. Conclusion of contract

1.1. The contract is concluded as soon as the room/rooms, facilities, other goods and services is/are booked and confirmed, or if there is not time for confirmation, as soon as it/they is/are provided.

1.2. If the customer/booker is a registered trader they shall be liable themselves for all contractual obligations alongside the guests/participants registered by them.

### 2. Arrival and departure

2.1. Unless otherwise agreed in writing, access to the room is not possible before 3.00 p.m. on the day of arrival, and you must be checked out by 11.00 a.m. on the day of departure. The guest is asked to inform us of their departure, in the event of departure by 6.00 p.m. half the room rate must be paid and the full room rate must be paid after 6.00 p.m.

### 3. Services, prices

3.1. Which services are contractually agreed, shall be taken from the description in the brochure and the information provided in the reservation confirmation that refers to them. Unless otherwise specified in the brochure, the price shall include (with room bookings): Accommodation and the board booked. Service charges and value added tax.

3.2. If you are given lunch at the hotel on the first day with full-board, the service shall end with breakfast; if it begins with dinner, it shall end with lunch. Dinner is generally provided with half-board.

3.3. It is not possible for paid services that are not used to be reimbursed.

#### 3.4. Obligations regarding offers

3.4.1. The listed prices are inclusive prices and include service charges and value added tax.

3.4.2. If the period between conclusion of contract and provision of service exceeds four months, the hotel reserves the right to change the prices without prior notice.

3.4.3. If the value added tax rate changes after the contract is concluded, the agreed price changes accordingly.

### 4. Payment

#### 4.1. Advance payments

4.1.1. An advance payment of half the costs may be required to reserve the booking.

4.1.2. If advance payments requested by the hotel are not made by the requested date (if no date specified - 90 days before arrival at the latest), this shall exonerate the hotelier immediately from any agreements made.

4.2. Hotel bills are due on presentation.

4.3. Default in payment shall entitle the hotelier to refuse any other services from the ongoing contract and withdraw from contracts for future services; in addition the hotelier is entitled to charge for any resulting damage for losses in

the same way as if this notice of withdrawal had been given by the guest. Unless advance payments are to be paid anyway, all the hotel's outstanding bills shall be due for payment when the guest leaves and must be paid at the hotel. The place of fulfilment for payment obligations is therefore the hotel's registered address even if the account is credited as a result of special agreements and/or only due later by special arrangement and agreement.

#### 5. Withdrawal by the guest/customer

##### 5.1. All withdrawals must be submitted in writing

##### 5.1.1. Individual guest:

Withdrawal is possible up to 22 days before arrival at the booked hotel. In the event of withdrawal before the 21st and 15th day before the arrival date, 50% of the total price shall be charged. In the event of withdrawal from the 3rd day before the arrival date we charge 80% of the daily rate with bed and breakfast, 70% of the daily rate with half-board and 60% of the daily rate with full-board.

##### 5.1.2. Firm bookings for travel groups:

In the event of withdrawal, 50% of the total price shall be charged regardless of when notice of withdrawal is given.

##### 5.1.3. Tenders:

With tenders, withdrawal is possible up to the 28th day before the arrival date. In the event of withdrawal between the 27th day and arrival date we charge 80% of the daily rate with bed and breakfast, 70% of the daily rate with half-board and 60% of the daily rate with full-board.

##### 5.2. Exclusion of third parties

The transfer of claims and rights from the agreements made with the hotel require the hotelier's prior consent to be effective.

##### 5.3. Withdrawal by Hotel Schloßberg

Any offence against common decency by guests shall entitle the hotel to immediately terminate the contractual relationship. Cancellation of contract is also allowed if the guest has a contagious illness.

#### 6. Liability

6.1. The hotel's contract partner or the guest as such or as a host shall be liable to the hotelier in full for any damage caused by them or by their guests. It is the organiser's responsibility to take out appropriate insurance cover for this. The hotel may request evidence of such insurance.

6.2. Any use of the rooms provided to the guest that differs from the contract shall entitle the hotel to terminate the contractual relationship without notice without the entitlement to the agreed payment being diminished.

6.3. If the hotelier is prevented from fulfilling their service due to force majeure or strike, no liability for damages can be derived from this.

However, the hotelier is obliged to make every effort to procure an equivalent service for the customer elsewhere.