



Business terms and conditions

Of the Burghotel Auf Schoenburg, J. & H. Hüttl GbR, 55430 Oberwesel

Dear Guest!

We make every effort to insure you have a pleasant stay with us as possible. This also means that you know exactly what services we provide, what we stand for and what liabilities you have towards us. Please observe the following terms and conditions which you acknowledge with your booking.

1. Terms of contract

- a. The contract is in affect once the room/s is booked and confirmed by our staff or after check in.
- b. The purchaser is jointly liable for all contents of this contract.
- c. Group and tour operators must provide the exact list of guest's minimum of six weeks before arrival. A change in the number of rooms plus / minus 10%, is free of charge until four weeks before arrival.

2. Arrival and departure

- a. Unless otherwise confirmed in writing, the rooms will be ready to check in at 3:00 pm and check out until 11:30am.
- b. In occurrence of a late check-out without a prior arrangement, the hotel reserves the right to charge 50% of the room rate.
- c. There is no entitlement to provision of a particular room. Should an agreed room not be available, the hotel is obliged to seek an equivalent substitute in our establishment or similar classed hotel.

3. Services and Prices

- a. The contractual services result from the information in the reservation confirmation.
- b. The agreed prices include service charge and taxes. All prices are in Euros.
- c. For bookings that are made more than 180 days in advance, the hotel reserves the right to adjust the price.
- d. Third-party services (for example, bus transfer, artist fees) are paid directly by the customer / operator with the person concerned.
- e. In case of default, we reserve the right to charge 2% interest per month.

4. Payments

- a. Payments will be made - if not otherwise agreed in writing - in cash, by debit card with PIN or credit cards VISA or MasterCard.
- b. Payments have to be made at latest on departure.
- c. By agreement on payment of an invoice, the buyer has to pay the bill within 10 days after invoice date.

*Auf Schönburg J. & H. Hüttl GbR Auf Schönburg - 55430 Oberwesel/Rhein Telefon
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www.burghotel-schoenburg.de*



5. Cancellation

All cancellations must be in writing.

a) In case of non-use of contractual services the Individual guest is obliged

to pay the agreed price for the duration of the reservation.
in the accommodation agreement inkl. Breakfast = 80% of the room price.
in the half-board = 70% of the room price.

The hotel will do its best to resell non occupied rooms to avoid cancellation fees.
Cancellations up to 20 days before arrival will be free of charged.

b) For group reservations or tour operators and travel agencies we have following cancelation policy:

to 56 days before arrival = free cancellation
to 42 days before arrival = payment of 50% of the agreed price.
If a room is canceled four weeks or more prior to arrival or the number of participants as agreed upon in writing has changed more than 10%. The purchaser shall pay for the missing number of participants, 80% of the agreed price if the room in question cannot be resold to other guests before the time in question. Any special orders or arrangements that have incurred costs must be paid in full by the purchaser.

6. Liability

- a. The contractor, the guest himself or the hosts are liable to the hotelier in full for damages caused by them or their guests. However, should the purchaser not be the organizer at the time, he is still liable to the hotel as joint debtors.
- b. Any deviation of the agreed upon contract authorizes the hotel to immediate termination of the contract
- c. The hotel reserves the right to withdraw from the contract if the performance of the service has become impossible due to force majeure or industrial action without any possible damages claims.
- d. The hotel is liable for property brought under the provisions of the Civil Code (BGB). Liability is excluded if the room or the containers from which objects were stolen were not secured properly. Liability is only accepted if the valuables were deposited against receipt at reception. Money also has to be deposited against receipt at reception.
- e. The hotel is liable for the accuracy of the terms of reference in our prospects as well as for the proper performance of the contracted services.
- f. Our rooms are Non-smoking rooms. If you are a smoker and smoke in our guest rooms of our house, we charge € 150.00 due to special cleaning. We ask for your understanding.

IMPORTANT under Civil Code (BGB): For high-value closing left by the restaurant wardrobe we can only be assumed liable if the staff was made aware of the special value!

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7. Vouchers

- a. The voucher can only be redeemed for the amount paid and not to for the service on the voucher.
- b. The hotel only accepts vouchers that are paid in full.
- c. A payout of the voucher value is not possible.
- d. The voucher can solely be used on availability. The voucher can be used for any service of the Hotel.
- e. Vouchers are valid for 3 years after issuance. After this time, vouchers cannot be redeemed.

8. Pets

- a. Animals are not allowed in our hotel rooms. Any evidence of animals in our hotel rooms will be charged a EUR 300, - fee, for special cleaning.
- b. Pets are allowed in our restaurant.

9. Final Provisions

- a. We are behold under the jurisdiction of the German law.
- b. All agreements must be confirmed in writing.
- c. Should any of these terms and conditions be invalid, this shall not affect the validity of the other provisions.