

Dear Guests of Hotel Deutscher Kaiser!

We shall spare no effort to arrange for your stay to be as agreeable as possible. This also includes that you know exactly what are the services performed by us, what we take responsibility for and what are your obligations towards us. We would therefore ask you to observe the following general terms and conditions which settle the privity of contract between you and us and which you acknowledge by your reservation.

1. Conclusion of contract

The contract is concluded as soon as the room has been booked, confirmed, or – in case of arrival without previous reservation – is made available. The person/entity effecting the booking, as the client, is jointly and severally liable for all obligations from this contract. Group and tour operators shall make the exact list of participants available by three weeks before arrival. Our express confirmation is required for amendments, modifications and side agreements, no matter of what kind, to become effective. A change in number of rooms plus/minus 10% may be effected free of charge by three weeks before arrival.

2. Arrival and departure

The room will be available at 15:00 hrs (3 p.m.) on day of arrival and shall be returned by 11:00 hrs on day of departure, except for written agreement to the contrary. Reservations will be held thru 18:00 hrs (6 p.m.) unless late arrival is agreed.

3. Services and prices

The contractual services result from the information in the confirmation of reservation. The prices agreed upon are inclusive prices in EUR.

4. Payments

The hotel may demand an advance payment for the reservation, amounting to 50% of the price agreed upon. If the advance payment is not credited in time, the contract may be cancelled. Unless otherwise agreed upon in writing between the parties, payment shall be made in cash on departure at the latest.

5. Withdrawal

Withdrawals are possible at any time and shall be effected in writing. In case of cancellation, no-show or non-utilization of contractual services, individual guests (up to 6 persons) shall be obliged to pay cancellation fee as shown in the table stated below. For groups (more than 6 persons) we reserve the right to agree different cancellation conditions.

6. Liability

The contracting party to the hotel is fully liable to the hotelier for damages caused by himself or his accompanists. Use of the rooms transferred divergent from the contract, shall entitle the hotel to terminate the contract without notice. The claim for remuneration agreed upon shall not be reduced by this. The hotel reserves the right to withdraw from the contract if service has become impossible to be performed due to force majeure or labour conflict measures, without claims for damages being able to be derived from this. The hotel shall be liable for belongings brought along in accordance with the provisions of the German Civil Code. Liability shall be excluded if the room or containers which things were stolen from, were unlocked. Liability for valuables shall only be undertaken if those are deposited against receipt at the reception. Money shall also be deposited against receipt at the reception.

7. Concluding remarks

The domicile of the hotel shall be the place of performance and jurisdiction as to business transactions. Parol agreement shall only become effective if the hotel has confirmed them in writing. If individual provisions of these general terms and conditions are ineffective, the validity of the other provisions shall not be affected.

Cancellation fees for individuals according to section 5 in % of total amount:

Cancellations up to 2 days prior to arrival are free.

For later cancellations we are charging 80% of the first night.

For Cancellations at the day of arrival after 18.00 p.m. or no show we charge 100% of the first night and 80% of the following nights (maximum 2 following nights).