Cancellation and Business Terms

For Individual Reservations

Content

Introduction

1. Cancellation conditions apply to the cancellation of accommodation services made between the purchaser of accommodation services and the accommodation provider (=hotel operator).
2. The cancellation fee is calculated based on the total amount of the reservation.
3. The cancellation fee represents compensation for damages incurred by the accommodation provider.
4. The accommodation provider reserves the right to issue a proforma invoice, due no later than 7 days before the stay. The deposit amounts to 50% of the total amount of the booked stay, unless otherwise agreed between the accommodation provider and the purchaser.
5. In the event of the cancellation of a stay for which a deposit payment has already been made, and according to the cancellation conditions, the amount paid as a deposit exceeds the cancellation fee, the accommodation provider is obliged to refund the amount exceeding the cancellation fee to the purchaser.
6. In the case of early termination or interruption of the stay without the fault of the accommodation provider, the accommodation provider is not obligated to refund the purchaser the paid price of the stay or its proportionate part.

Cancellation conditions related to the cancellation of accommodation reservations by the guest

1. The accommodation provider undertakes not to charge cancellation fees in the event of reservation cancellation up to 15 days before the scheduled arrival.
2. In the case of reservation cancellation between 14 and 7 days before arrival, a cancellation fee of 30% of the total stay cost will be charged.
3. If the reservation is canceled 6 to 3 days before arrival, a cancellation fee of 50% of the total stay cost will be charged.
4. For reservations canceled 2 and 1 day before arrival or on the day of arrival, a cancellation fee of 100% of the total stay cost will be charged.
5. The same cancellation deadlines apply in case of a reduction in the length of stay as in the case of reservation cancellation.
6. The cancellation fee serves as a contractual penalty.

In the event of a cancellation for serious reasons (supported by a confirming document), a change of the reservation date is possible by mutual agreement.

If the deposit, from which cancellation fees could be deducted, is not paid, the accommodation provider has the right to send an invoice to the purchaser in the amount of the cancellation fees.

Cancellation conditions related to unused accommodation vouchers, vouchers issued by third parties, and changes in the length and type of stay through vouchers

1. A voucher is defined as a document used for the payment of a stay, services, instead of payment by invoice, cash, or credit card.
2. The same cancellation or modification conditions before the start of the stay apply to stays through a voucher as described in the section: Cancellation conditions related to the cancellation of accommodation reservations by the guest.
3. The cancellation fee serves as a contractual penalty.
4. Unused vouchers become invalid after their expiration date, unless otherwise agreed upon in advance.

Final provisions

1. These conditions are valid and effective from June 21, 2021.
2. The relations between the purchaser and the accommodation provider are governed by the provisions of these cancellation conditions.
3. Cancellation conditions apply only to confirmed written orders (via email).
4. The cancellation of a stay reservation can be carried out by the accommodation provider or the purchaser only in writing (via email).
5. These business conditions persist even after the termination of the accommodation contract between the accommodation provider and the purchaser.

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