

Terms and Conditions

(valid from January 2017)

1. Services and prices

The indicated prices are final prices per room or per person. They include all additional costs, unless otherwise stated in the price table. Ancillary agreements that extend the content of the service will only become binding if confirmed in writing.

2. Registration/payment

The registration is a binding booking to conclude a contract with the accommodation facility. It is also made by the registrant for all participants included in the registration. Upon receipt of the confirmation of the reservation, a binding contract for both parties is concluded.

3. Withdrawal

3.1 If the guest withdraws from the binding booking or does not make use of booked services, the accommodating establishment is entitled by law to full remuneration. Unless otherwise stated in writing, all services booked in the event of cancellation by the event/overnight stay will be invoiced.

3.2 Cancellations must be made in writing for reasons of proof and must be confirmed by the hotel, otherwise the cancellation shall be deemed as not having been made and shall not be accepted.

3.3 The guest/organizer is entitled to cancel a reservation free of charge up to a certain point in time before the event/overnight stay. After this free of charge cancellation date, the following agreements apply.

Events up to 9 room units/day or events up to 9 persons:

21 to 15 days 30%

14 to 10 days 50%

From 9 days 100%

Events from 10 room units/day or events from 10 persons:

Up to 80 days 15%

Up to 60 days 30%

Up to 30 days 50%

From 10 days 100%

Exclusive place of jurisdiction is the court responsible for the accommodation facility, Lüneburg. The organizer/guest shall inform the hotel of the final number of participants at the latest 2 working days before the start of the event.

We recommend taking out travel cancellation insurance (e.g. Europäische Reiseversicherung).

4. Liability

In case of **package offers**, the hotelier is liable as tour operator (according to §§ 651a ff. BGB); in this respect, the following restrictions apply:

4.1 The contractual liability for damages that are not bodily injuries is limited to three times the travel price, provided that the damage to the traveller was neither intentionally nor grossly negligently caused or if the tour operator is solely responsible for the damage caused to the traveller due to the fault of a service provider. Claims for damages are excluded or limited if the liability of the respective service provider is excluded or limited due to international agreements or legal regulations based on such agreements.

4.2 The traveller is obliged to cooperate within the framework of the statutory provisions in the event of service disruptions that have occurred and to avoid or minimize any damage. In particular, he is obligated to give immediate notice of deficiencies to the tour operator. If a notification of deficiencies is made afterwards, claims for reduction or damages are excluded, unless a notification of deficiencies would have been futile from the outset, but was culpably omitted. Likewise, a termination of the contract by the traveller in the case of a considerable impairment of the trip according to § 651e BGB requires that the tour operator has been granted a reasonable period of time to remedy the situation, unless the remedy is impossible or refused by the tour operator or unless the immediate termination of the contract is justified by a special interest of the traveller.

4.3 Any claims must be submitted to the tour operator within a period of one month from the contractually agreed end of the tour to the. The statute of limitations is 6 months after the contractually agreed end of the trip; it is inhibited by a timely notification of claims.