

General Terms and Conditions Overnight accommodation

We consider it our responsibility to meet customer requirements for quality and service in the best possible way. The following General Terms and Conditions have been established for successful mutual cooperation in the spirit of partnership.

1. The contract for renting overnight accommodation is concluded by a hotel accommodation contract with the guest. These General Terms and Conditions form an integral part of the contract.
2. If a third party has placed an order for a guest, he is liable to the hotel with the guest as the joint and several debtor. Subletting or re-letting requires the written consent of the hotel.
3. The prices are set according to the price list valid at the time of rendering the service.
4. The booked rooms are available to guests from 2 pm onwards. They must be vacated on the day of departure at the latest by 11 am.
5. Hotel guests are not allowed to smoke in the overnight accommodation rooms. You are kindly requested not to bring own drinks and food to the hotel area.
6. The customer does not acquire the right to be provided with specific rooms. If these have been promised in the order confirmation but are then not available, the hotel is obliged to offer an equivalent replacement.
7. Unless a later arrival time has been expressly agreed upon with the guest, the hotel has the right to allocate booked rooms to other guests after 6 pm without the guest having the right to assert a claim from this.
8. For the booked room, the agreed fee must be paid in cash or by EC card at the latest on the day of departure. It is at the discretion of the hotel to ask for advance payment from the guest.
9. If the guest does not cancel the room reservation in writing at the latest one day before the agreed date or if the guest does not turn up, the agreed room rate must be paid. The hotel's saved expenses are 10% for overnight stays with or without breakfast, 25% of the agreed price with a lump-sum agreement - accommodation plus meals in one amount.
10. Messages, mail and consignments accepted for the guest will be handled with care. The hotel will take care of keeping, delivering and forwarding on request and for a charge.
11. Any remaining items of the guest will be forwarded only on request, at the risk and expense of the guest. The hotel will keep the items for six months and will charge a reasonable fee for this. After that, the items, if they seem to be of value, will be handed over to the local lost property office.
12. The liability of the hotel for acts listed under Points 10 and 11 is excluded, unless intent or gross negligence are given.
13. The guest is responsible for treating the facility with care and for handing it back properly.
14. Insofar as the guest uses a hotel parking space, this does not give rise to a safekeeping agreement. The hotel is not obliged to monitor these.
15. The hotel shall be liable to exercise the duty of care exercised by a prudent businessman. Should there be any disruptions to or defects in the hotel service, then the hotel will attempt to rectify the situation as soon as it has been informed by the guest.
16. In case of force majeure (fire, strikes, etc.), the hotel reserves the right to withdraw from the contract without the guest having a right to claim damages, for example.
17. For other reasons for which the hotel is not responsible, in particular those outside the sphere of influence of the hotel, the hotel reserves the right to withdraw from the contract. In these cases, the regulations of the German Civil Code apply.
18. Place of performance and payment for both parties is Rastede. The contractual relationship is subject to German law. Jurisdiction for both parties is Oldenburg.
19. Any other agreements must be in written form to be effective. Should individual provisions of the contract - including these Terms and Conditions - become ineffective, this effectiveness shall not affect the remaining provisions. The parties shall immediately replace the ineffective provisions with those that come as close as possible to the meaning of the ineffective provision.