

TERMS AND CONDITIONS

Dear guest,

Below we would like to inform you about the rights and duties arising from the accommodation agreement. Please note that by accepting our offer you have entered into a contractually binding lodging agreement. The legality of this agreement started on the date of our reservation letter. We strongly recommend that you conclude with us a cancellation insurance. The terms are detailed below.

Rights and duties arising from the accommodation agreement,

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1. The accommodation agreement has been concluded as soon as the room has been ordered and confirmed or, if confirmation was no longer possible due to time constraints, when the room was made available for use.
2. By concluding the accommodation agreement, the parties undertake to meet the provisions specified therein, regardless of the period of time covered by the agreement.
3. The hotelier undertakes to provide the guest with compensation if the room is not made available for use.
4. If the guest does not make use of the contractually specified services, he or she shall nevertheless pay the agreed or customary price less any expenses not spent by the hotelier (payment upon booking bed and breakfast: 20%, payment upon booking half board: 30%).

5. a) To avoid financial shortfalls and acting in good faith, the hotelier shall, if possible, give unused rooms to other guests.

b) If the room is given to a different person, the guest must pay the amount specified in clause 4 for the duration of the agreement. This provision is subject to price changes resulting from changes in VAT.

To show respect to guests arriving after you, we should be grateful if you could vacate the relevant rooms by 11:00 hrs on the day of departure; you are welcome to arrive from 14:30 hrs onwards.

Cancellation

If you cancel a fixed booking of a room, the only case in which we may refrain from sending you a cancellation invoice is if we succeed in ensuring occupancy of this room for the entire duration of your original booking.

The costs incurred – i.e. 80% of the bed-and-breakfast rate (as recommended by the relevant DEHOGA unit) – shall also be charged if you postpone your date of arrival or departure or in the event of sickness.

We recommend that you take out travel cancellation insurance with ERV. Forms can be obtained from the hotel. In the event of email reservations you will find the relevant link in the confirmation email.

We advise you to purchase travel cancellation insurance from the ERV and can send you the relevant documentation upon request. When you reserve via email you can find the link in our confirmation email.

Hotel Rungholt

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