

# Die Hotels am Insee

Kurhaus am Insee & Strandhaus am Insee

## Booking Conditions

1. The booking conditions are part of the contract.
2. The lodging agreement is concluded as soon as the room is ordered and confirmed.
3. If agreed rooms are not available, the hotelier has to make the effort to find an equivalent substitute within the house.
4. Verbal agreements are only valid if they have been confirmed in written form. Place of jurisdiction are the company headquarters.
5. Reserved rooms / suites are available to the guest from 3 pm on the day of arrival until 11 am on the day of departure. Unless a later arrival time has been expressly agreed, the hotelier reserves the right to re-rent ordered rooms to other guests after 6 pm.
6. Payment can be made in cash, by debit card, by credit card (Visa, EUROCARD and American Express) or in advance by bank transfer. The granting of all-inclusive arrangements and special conditions excludes payment by credit card.
7. Resignations from the lodging agreement have to be in writing form. In order to avoid cancellations, the hotelier is held in good faith to re-allocate unused rooms if possible, but reserves the right to charge the room rate minus the services that haven't been invoked.

The following rates apply to the accounting:

individual reservation

up to 7 days before arrival

free of charge

then

80% of the calculated costs

For group bookings of 5 or more rooms as well as reservations for trade fairs the cancellation policy is always regulated in written form by the hotel.

For banquet events and conferences, the reported number of persons up to 3 days in advance serve as minimum calculation basis. In case of a reduction of this number of persons, the hotel reserves the right to charge the costs incurred for the cancelled attendees.

The following rates apply to the accounting of banquet events and conferences:

up to 30 days before begin

free of charge

up to 14 days before begin

50% of the calculated costs

then

80% of the calculated costs

In the periods named above, always the day of the receipt of the written cancellation counts. The booked overall performance is taken as a basis.