



GENERAL HOTEL POLICIES

Dear Guest!

We would like to make your stay as comfortable as possible. Therefore you should be informed which services we render, what we are responsible for, and which responsibilities you have towards us. Please review these **general hotel policies**, which regulate the contractual relationship between the parties and which you accept by booking a room at our hotel. As they may vary per room type, please also check the reservation confirmation.

Check in:

12 a.m. to 8 p.m. Earlier or later Check-In is possible only upon prior reservation with the Hotel.

Check out:

7 a.m. to 11 a.m. Earlier or later Check-Out is possible only upon prior notification of the Hotel.

Cancellation:

If cancelled or modified up to 2 days before date of arrival, no fee will be charged. The cancellation times may vary per room type, please also check the reservation confirmation. If cancelled or modified later, the total price of the reservation will be charged. If we are able to re-rent the rooms, we charge only the price difference. In case of no-show, the total price of the reservation will be charged. **All cancellations must be made in writing.**

Children and extra beds:

All children under 5 years stay free of charge when using existing bedding. One child under 5 years stays free of charge in a baby cot. All older children or adults are charged EUR 30.00 per night and person for extra beds. Maximum capacity of extra beds/baby cots in a room is 1. Extra beds and baby cots are upon request and need to be confirmed by the hotel.

Supplements : may not be calculated automatically in the total costs and have to be paid separately in the hotel.

Pets:

Pets are allowed upon request and need to be confirmed by the hotel.

Accepted credit cards:

VISA

Euro/Mastercard

American Express

The hotel reserves the right to pre-authorize credit cards prior to arrival.