



HOTEL ELBRESIDENZ BAD SCHANDAU

VIVA VITAL & MEDICAL SPA

General Terms and Conditions

1. The hotel reservation Contract is deemed concluded as soon as a reservation has been made by the Guest and confirmed by the hotel management or, failing time, as soon as the room has been placed at the guest's disposal.
2. Conclusion of the Contract puts the Contracting Parties under an obligation to perform the Contract irrespective of the term of the Contract.
3. The Guest is under an obligation to pay the contractual or customary price for any contractual or customary services, net of any expenses not incurred by the hotel management, which normally amount to 20% of the room/breakfast price.
4. The hotel management shall in good faith try to otherwise let any room that has been cancelled in order to prevent any financial loss. The Guest shall be bound to pay the amount computed pursuant to paragraph 3 during the life of the entire Contract until such date when the room is otherwise let.
5. Unless otherwise agreed, the following terms shall apply if a room is cancelled: no costs if cancelled 7 days or more prior to arrival date. Thereafter, paragraph 3 shall apply.
6. Unless otherwise agreed, the room shall be at the Guest's disposal on the day of arrival at 4 p.m. Guests are requested to vacate their rooms by 11 a.m. on the day of departure.
7. Guests who have made a reservation are requested to check in no later than 6 p.m. on the day of their arrival. After that, the room can be otherwise let unless any later arrival time has been expressly agreed.
8. In the event of force majeure (flood, fire, strike or similar occurrences) the hotel management shall be authorised to cancel the Contract if the performance of the Contract has become impossible on account of such force majeure. The Guest shall not be entitled to any damages in the event of justified cancellation of the Contract.