

## **GENERAL TERMS AND CONDITIONS**

### **1 Conclusion of the contract**

1.1 A contract shall be concluded between the Guest and Plaza Inn Hannover City Nord (represented by Hotel Plaza Hannover GmbH) in accordance with the following conditions if the room(s), rooms, areas, other services have been ordered and confirmed by Hotel Plaza Hannover GmbH.

1.2 If a down payment or advance payment is requested by the hotel for the reservation and this is not paid in due time within the agreed period, the reservation confirmation shall be null and void. If the customer is a fully qualified merchant and acts here for guests/participants registered by him, he shall be liable for the obligations arising therefrom.

1.3 If the reservation confirmation deviates from the contents of the registration, the contents of the reservation confirmation shall become part of the contract, unless the guest has immediately objected, at the latest with the acceptance of the services.

1.4 If several persons, groups, travel, seminar and conference events are registered, the number and, if applicable, lists of participants must be communicated to the hotel up to 5 days before arrival or event. Political events must be clearly marked on registration.

1.5 Rooms, showcases and other areas shall be provided against payment. The transfer to third parties is only permitted with the consent of Hotel Plaza Hannover.

### **2 Arrival and departure**

2.1 Subject to separate agreements, check-in is not possible before 3 p.m. on the day of arrival and the room must be returned by 11 a.m. on the day of departure.

In the case of a scheduled departure after 11.00 a.m., the guest must inform the reception desk accordingly. If the hotel agrees, half of the room rate is to be paid by 6 p.m. for departure and full for departure after 6 p.m. for departure. Arrival in reserved rooms must take place by 6 p.m. at the latest. If this does not happen, the hotel may dispose of the rooms otherwise.

Exceptions to this rule are:

Reservations that are prepaid or for which a voucher has been issued or a credit card number of a credit card company accepted by the hotel has been provided.

### **3 Services**

3.1 The contractual scope of services provided by the hotel is based on the information contained in the brochure or the agreements reached.

3.2 If the agreement is based on the guest's full board and the guest receives lunch on the first day, the hotel's service shall end with breakfast on the day of departure, otherwise with lunch. Half board includes breakfast and dinner.

3.3 If the guest, for whatever reason, does not make use of one of the meals, he is not entitled to a refund, not even proportionately, nor to a reduction.

3.4 The prices stated in the brochure or other lists include the service charge and the currently applicable value-added tax. If the applicable VAT rate changes during the term of the contract, the hotel shall be entitled to adjust the prices to the new VAT rate.

3.5 The visitor's tax is not part of the hotel and arrangement price.

3.6 For events exceeding the agreed time, a service surcharge will be levied per employee, calculated on the basis of hourly wage + incidental costs + night work surcharge if applicable.

#### **4 Payment**

4.1 Subject to separate agreements, the fee for reservations is due upon arrival, otherwise upon departure of the guest.

4.2 In the event of a stay of more than 3 days, the hotel may issue an interim invoice.

4.3 If the guest is in default of payment, the hotel may cancel the agreement with immediate effect. The Hotel reserves the right to assert further claims for damages, in particular the loss of other rentals.

4.4 If the guest terminates his stay prematurely, he shall nevertheless remain obliged to pay the remaining remuneration, unless he proves that the hotel has failed to sublet the room appropriately.

4.5 The place of performance for the Guest's payment obligations shall be the registered office of the Hotel. This shall also apply if the payment has been credited to the guest.

4.6 Payments by credit card companies, cheques or bills of exchange shall only be made on account of performance.

4.7 For trade fair bookings, a 100% advance payment is agreed after expiry of the free cancellation period.

#### **5 Cancellation**

Cancellations of a reservation are possible as follows:

##### 5.1 Logis up to 14 persons

###### 5.1.1 Hotel rooms

14:00 h Standard booking: For the booking we grant you a cancellation period until 14.00 h on the arrival day. In the event of a later cancellation or non-arrival, the hotel will charge 90% of the room price.

Bookings with call-off quotas: For the booking we grant you a cancellation period until 48h before arrival. In case of later cancellation or non-arrival, the hotel will charge 90% of the room rate.

###### 5.1.2 Arrangements

Bookings can be cancelled free of charge up to 5 days before arrival. In case of cancellation after the date stated or in case of non-arrival, all nights not used will be charged at 50% of the agreed room rate.

##### 5.2 Accommodation from 15 persons (groups)

A free cancellation of the complete contingent is possible up to 4 weeks before arrival.

50% of the contingent can be cancelled free of charge up to 2 weeks before arrival.

10% of the contingent can be cancelled free of charge up to 1 week before arrival.

In the event of later cancellation or non-arrival, all nights not used will be charged at 90% of the agreed room rate.

### 5.3 Fair bookings up to 10 rooms

The cancellation of the reservation can be made up to 42 days before arrival free of charge. In the event of cancellation after the date stated, non-arrival, non-occupancy or early departure, all nights not used will be charged at 100% of the contractually agreed room rate.

### 5.4 Trade fair bookings up to 30 rooms

The cancellation of the reservation can be made up to 3 months before arrival free of charge. In the event of cancellation after the date stated, non-arrival, non-occupancy or early departure, all nights not used will be charged at 100% of the contractually agreed room rate.

### 5.5 Trade fair bookings from 31 rooms upwards

The cancellation of the entire contingent can be made up to 6 months before arrival free of charge. 50% of the rooms can be cancelled free of charge up to 3 months before arrival. In the event of cancellation after the date stated, non-arrival, non-occupancy or early departure, all nights not used will be charged at 100% of the contractually agreed room rate.

Special offers and specials are subject to special cancellation conditions.

## **6 Withdrawal by the hotel**

6.1 If it has been agreed in text form that the customer can withdraw from the contract free of charge within a certain period, the hotel is also entitled to withdraw from the contract within this period (e.g. failure to make a contractually agreed advance payment).

6.2 In the event of justified withdrawal by the hotel, the customer shall not be entitled to claim damages.

## **7 Liability**

7.1 The Guest or the Organizer shall be liable to the Hotel for any damage caused by the Guest or its guests.

7.2 The Hotel shall not be liable to the Guest or the Contract Partner if the provision of services becomes impossible in the event of a strike or as a result of force majeure. In such cases, the Hotel shall endeavor to procure equivalent services elsewhere.

7.3 The hotel shall be liable to the guest in accordance with the provisions of the German Civil Code (BGB) (up to 100 times the room rate, max. € 3,500); for money and valuables in accordance with § 702 BGB, however, only up to € 800, unless the hotel or its staff is at fault, or the valuables or the money have been handed over to the hotel for safekeeping in return for a receipt.

7.4 If the Guest brings a vehicle with him and this is parked in a parking space provided by the Hotel, the Hotel's liability shall be limited in accordance with the liability insurance taken out for this purpose.

7.5 In the event of events, the contractual partner shall be obliged to insure items brought along against theft, damage or destruction. Any liability on the part of the hotel is excluded.

## **8 Termination**

8.1 If the Guest uses the rooms made available to him for a purpose other than the agreed purpose, the Hotel shall be entitled to an extraordinary right of termination.

8.2 If the hotel has reasonable grounds to believe that an agreement endangers the smooth operation of the business, the security or the reputation of the hotel or guests, and in the event of force majeure or civil unrest, the hotel may also terminate the contractual relationship without notice.

8.3 The same shall apply if an Organizer advertises without the Hotel's consent in a daily newspaper serving as an invitation to interviews or sales events. In such cases, the hotel shall also be entitled to the agreed remuneration in the event of termination.

## **9 Miscellaneous**

9.1 Animals may only be brought along after prior consent of the hotel and against payment of a surcharge. Animals are not allowed in public areas such as restaurants, bars, etc.

9.2 Wake-up orders, information, mail and consignments are not binding. The guest may not derive any claims whatsoever from this.

9.3 Lost property will be forwarded on request against reimbursement of costs. The storage period is 6 months.

9.4 If the Guest is transported free of charge by the Hotel, liability shall be limited in accordance with the motor vehicle insurance for personal injury and damage to property.

9.5 The bringing of food and beverages is generally excluded at events. The decoration of the event rooms requires a special agreement, unless it is merely a matter of table decoration.

## **10 General information**

10.1 The correction of errors as well as printing and calculation errors remains reserved.

10.2 Oral agreements shall only become effective once they have been confirmed in writing by the hotel.

10.3 For any disputes arising from this contract and its performance, to the extent permitted by law, the registered office of the hotel shall be deemed agreed.

10.4 Should any of the above provisions be invalid, this shall not affect the validity of the other provisions. The invalid provision shall be replaced by a valid provision that comes as close as possible to the invalid provision.

10.5 In accordance with the statutory obligation, the hotel points out that the European Union has set up an online platform for the out-of-court settlement of consumer disputes ("OS platform"): <http://ec.europa.eu/consumers/odr/> However, the hotel does not participate in dispute resolution proceedings before consumer arbitration bodies.