

1) **General Terms and Conditions of Sale**

These general terms and conditions apply to your reservation through this booking system. For special requests such as conferences, events or group bookings, we recommend contacting us directly by email or telephone.

2) **Reservation**

Every booking made through this online reservation system is concluded directly with the hotel establishment and without any intermediary.

3) **Accommodation contract and payment**

- a) The contract concerning the respective services comes into effect at the time of the reservation and is concluded directly between you and our hotel establishment. You pay directly for the room confirmed to you. The full rights and obligations of the accommodation or travel contract exist immediately and exclusively between the client making the reservation and our hotel establishment.
- b) The room is reserved at the moment of booking and without confirmation of reservation. The booking confirmation will be automatically sent by e-mail to the person who booked. However, the reservation system cannot, for technical and security reasons, verify correct email delivery. The reservation remains valid and is not affected by this circumstance.

4) **Type of reservation**

The hotel establishment will guarantee the reservation for the entire night. In the event of cancellation outside the specified deadlines or no-show, our establishment may charge accommodation fees.

5) **Modifications and cancellations**

- a) Reservation modifications: to avoid any misunderstandings, all modifications must be made by email directly to reception. The time when the message is received by our establishment is decisive for the modification's entry into effect.
- b) Cancellation of the reservation: cancellation of a booking made through this online reservation system is only valid if it is made in writing, by e-mail, by the person who made the reservation. In the event of a modification or cancellation, the hotel establishment may charge fees to your credit card.

6) **Room rates agreed in the contract**

The prices include service and legal taxes (VAT, etc.) except for the tourist tax. The amount of these taxes is subject to constant change and can only be indicated approximately.

7) **Data protection**

The data provided by the client will only be transmitted to the extent that it is necessary for a reservation. No transmission for another purpose will take place. In addition, when entering data, the legal provisions regarding data protection are respected.

8) **Miscellaneous**

All this information has been collected with the utmost care. However, we decline any liability in the event of possible errors in their entry or transmission. These data are only retained partially and purely anonymously. The data collected during your activities are used by the system in order to improve user management and the booking processes. The law and jurisdiction that apply as well as the performance of the service are the legal domicile of the establishment.