

## General Terms and Conditions of the Gästehaus Köpf

1. An oral or written reservation constitutes a legally valid contract of accommodation. A payment of 50% percent of the overall price must be made within 14 days after the confirmation of reservation; receipt of this amount will be confirmed in writing. The remainder must be paid 14 days before your arrival.

### 2. Arrival

You should advise us of your approximate time of arrival 24 hours in advance and of your exact time of arrival about half an hour before you arrive. The accommodation reserved is generally available from 14:00 on the arrival date (changes are possible if requested). However, the time the accommodation is available may change on days where there are high volumes of changes and this is not a valid reason for complaints or price reductions. In order to agree the arrival date, we request that you contact us on the telephone numbers listed on the reservation. Identification cards or passports for all guests must be provided upon arrival. Upon arrival, the agreed rental price including visitor's tax must be paid in cash when the keys and guest passes are handed over unless this has already been paid.

3. The holiday apartment may only be occupied by the agreed number of people. Smoking is not permitted in the apartment. Please use the terrace or balcony if you wish to smoke. If this is not complied with, we reserve the right to suspend the rental of the property without reimbursing any payments already received. Sub-letting of the property or renting it on to a third party is not permitted.

4. Cancellations are possible, but require an informal written explanation (post, fax or e-mail). The date of receipt constitutes the date of cancellation.

The following cancellation fees apply:

Less than 48 hours before commencement of rental period: **90 %** of overall price (less visitor's tax)

3 – 6 days before commencement of rental period: **80 %** of overall price (less visitor's tax)

1 - 2 weeks before commencement of rental period: **75 %** of overall price (less visitor's tax)

2 - 4 weeks before commencement of rental period: **50 %** of overall price (less visitor's tax)

These fees apply for cases where the accommodation cannot be rented out to another party.

In all cases, a handling fee of 10% of the visitor's tax must be paid.

### 5. Departure

Unless otherwise agreed, the rented accommodation must be vacated by 10:00 am on the departure date.

We expect guests to leave the apartment in an orderly state, wash dishes and dispose of waste as is mandatory in the Allgäu region.

6. Guests must treat the accommodation and its contents with care and to hand these over intact upon departure. The guest's public liability insurance should generally cover any damages to the rental property and its contents caused by the guest. The guest shall be liable for all persons in his/her company. If the guest has to public liability insurance, (s)he shall be personally liable for any damage. Damages must be reported immediately.

7. Damage or faults must be reported within 24 hours so as to ensure that these can be repaired as quickly as possible.

8. The invalidity of any one provision of this document does not automatically render the other conditions of the contract invalid.

### 9. Travel insurance!

We recommend that our guests purchase travel insurance when reserving their accommodation in order to protect them against costs and inconvenience should important reasons (illness, accidents) prevent them from travelling.

**Dated 17.03.2008**