

General terms and conditions of the Hotel Meerane



1. Scope of application

These general conditions apply to contracts that to be concluded with the Hotel Meerane, on the rental basis provision of banquet- and seminar rooms as well as hotel rooms and all related services and deliveries by the hotel to the customer, provided they meet the characteristics of the terms and conditions. You can go through on a case-by-case basis negotiated conditions are replaced.

2. Conclusion of contract, partner

- a) The conclusion on the premises mentioned in section I. comes through the written acceptance of a corresponding request by the hotel. He obliges them contractual partner to fulfil the contract. The contract cannot be solved unilaterally. The general ones apply Hotel terms and conditions. Terms and conditions of the customers only apply if this is expressly in writing were agreed.
- b) Option dates for returning the countersigned contracts are binding for both contracting parties. The hotel retains reserves the right to use the reserved to rent rooms and / or event rooms to other parties.
- c) Contractual partners are the hotel and the guest / customer. Occupies if a third party makes the booking for the guest / customer, he is liable to the hotel opposite as the customer together with the guest as joint and several debtors for all obligations under the contract, provided the hotel has a corresponding declaration from the customer. Regardless of this, every customer is obliged to all booking-relevant information, especially this general terms and conditions to be passed on to the guest.
- d) Subletting or re-letting the rooms provided and / or function rooms as well as the use of the rooms purposes other than accommodation require the prior written consent from the hotel.

3. Prices and payment methods

- a) Services and tariffs are free from the management of the hotel set.
- b) The prices shown are inclusive prices and understand including service charge and VAT.
- c) Exceeds the period between the conclusion of the contract and arrival of the guest / customer 4 months or increase the statutory sales tax or any applicable local taxes and duties after the conclusion of the contract, the hotel reserves the right to change the, to recalculate agreed prices.
- d) Payment of individual invoices can be requested in advance will. Due to prior credit agreement are sent to pay invoices immediately after the service has been provided.
- e) If the order volume exceeds the invoice amount of 2,500.00 EUR, the hotel is entitled to a advance payment invoice of 50% of the guaranteed turnover create. Are advance payments requested by the hotel not to the the hotel releases this from a specific date directly from agreements made.
- f) Any outstanding balances exceeding the payment deadline will be subject to a monthly default interest rate of 1.5% (for each month or part thereof). The hotel may charge a flat fee of 2.50 € for each reminder sent after the default has occurred. For subsequent invoice changes, a processing fee of 5.00 € per invoice will be charged for the additional effort. The hotel reserves the right to reject foreign currency, checks, and credit cards. All (international) bank fees or similar charges incurred in connection with the payment are to be borne by the guest, even if they were not known at the time of conclusion of the contract.
- g) Reimbursement to the guest by means of vouchers for eligible but unused services is not possible.
- h) A surcharge will be charged for third-party services arranged or invoiced by the hotel. However, the hotel assumes no liability for these services.
- i) The Hotel Meerane may, without giving reasons, make any order acceptance, reservation, or other service to be carried out or continued dependent on the full or partial payment of the amounts owed to it in the form of a deposit, interim payment, or full payment, even if these are to be paid in advance.
- j) In the case of allergies and intolerances, our kitchen team will prepare meals according to your allergy requirements. Appropriate notification is required prior to arrival. A surcharge of 10% will be added to the booked service for this additional effort. Vegetarian meals are excluded from this. We are not a certified hotel for allergies and intolerances.

4. Bringing food and drinks with you

Customers are generally permitted to bring food and beverages, except for the booked hotel room. Exceptions must be agreed upon with the banquet department. In these cases, a service charge to cover overhead costs or a corkage fee equal to 30% of comparable hotel sales prices will be charged.

5. Seminar and conference rooms

- a) Reserved event rooms are only available to the guest time agreed in writing. A claim of the event rooms beyond the agreed period requires prior approval from the banquet department and entitles the hotel to additional costs for the to calculate service provision.
- b) All music events must be approved by the organizer in advance to be reported to GEMA. GEMA's fees are borne by the organizer. The hotel will be informed by the organizer regarding possible claims by GEMA arising from unauthorized use of the rights of GEMA or third parties (e.g. due to non-registration by the organizer) are optional.

6. Change in number of participants and event time

- a) The contractual partner is obliged to provide the hotel with the indicate the expected number of participants.
- b) The final number of participants must contact the hotel no later than four working days prior to the event date must be communicated in writing to a ensure careful preparation. This change in the number of participants requires the consent of the hotel, should this be more than 10%.
- c) When calculating the number of services provided by the hotel of the registered persons (such as hotel rooms, food and drinks), is reported in the event of an increase in the and the contractually agreed number of participants, the actual number of people charged. In the event of a reduction in the contract the agreed number of participants by more than 5% is the hotel entitled to the contractually agreed number of participants minus 5% to be billed.
- d) If the number of participants is reduced by more than 10%, that is Hotel is entitled to adjust the agreed prices as well as the to swap confirmed rooms, unless this is the contractual partner cannot be expected. The prices can be changed by the hotel even if the contracting party subsequent changes to the number of participants, the service of the hotel or the duration of the event and the hotel agrees to that. Is a definable part of a posted the hotel may not use the event for the demand reasonable compensation for the part not called up.
- e) The contractual partner is free to provide evidence that the hotel has a higher proportion of saved expenses.
- f) Postpone without the prior written consent of hotels the agreed start or end times of the event, the hotel may incur additional costs for the keeping staff and facilities in charge of it unless the hotel is responsible for the postponement.
- g) For events that go beyond 11 p.m., this can be Hotel, unless otherwise agreed, from this point in time to the settle personnel expenses based on the proof of service.

7. Cancellation and withdrawal by the customer

- In the following cases, the customer is the ordered, but to charge services not provided, even if they are only partially has been cancelled.
- Cancellation up to 30 days before the start of the event possible free of charge
- Cancellation up to 14 days before the event: calculation of 30% of the services ordered but not provided
- Cancellation up to 7 days before the event: calculation of 50% of the services ordered but not provided
- Cancellation up to 2 days before the event: calculation of 80% of the services ordered but not provided
- Cancellations within 48 hours before the start of the event: Calculation of the total amount ordered
- Services

8. Room reservations

- a) All reservations must be confirmed in writing.
- b) Reserved rooms are available to guests from 2:00 PM. Unless a later arrival time has been expressly agreed upon, the hotel reserves the right to reassign reserved rooms after 6:00 PM.
- c) Hotel rooms are available to guests until 11:00 AM on the day of departure. Any tacit agreement for a longer period of use is expressly excluded.
- d) Cancellations and changes to the original overnight stay reservation are only possible for the guest or the person placing the order if the cancellation deadlines are observed (if different cancellation deadlines have been contractually agreed, these remain valid).
- e) 1 to 5 rooms can be canceled up to 2 days before arrival.
- f) If the contractually booked services cannot be reassigned, a flat-rate compensation fee of 80% of the contractually agreed price for overnight stays with or without breakfast, and 70% of the contractually agreed price for overnight stays with half board or full board arrangements, will be charged for changes or cancellations of reserved hotel rooms. The guest is free to provide evidence that the hotel has not suffered any damage or that the damage incurred by the hotel is less than the requested flat-rate compensation fee.
- g) The above provisions regarding compensation also apply if the guest does not use the booked room or services without notifying the hotel in a timely manner.
- h) Cancellation policy* for group bookings
- The following staggered cancellation deadlines and free cancellation quotas apply to group bookings.

1. Cancellation of 5 to 9 rooms

- Up to 14 days before arrival: 100% of the booked rooms can be canceled free of charge.
- Up to 7 days before arrival: 50% of the booked rooms can be canceled free of charge.
- Up to 4 days before arrival: 20% of the booked rooms can be canceled free of charge.
- Up to 2 days before arrival: 5% of the booked rooms can be canceled free of charge.

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2. Cancellation of 10 to 39 rooms

- Up to 28 days (4 weeks) before arrival: 100% of the booked rooms can be canceled free of charge.
- Up to 14 days before arrival: 50% of the booked rooms can be canceled free of charge.
- Up to 7 days before arrival: 20% of the booked rooms can be canceled free of charge.
- Up to 2 days before arrival: 5% of the booked rooms can be canceled free of charge.

3. Cancellation for 40 or more rooms

- Up to 42 days (6 weeks) before arrival: 100% of the booked rooms can be canceled free of charge.
- Up to 21 days (3 weeks) before arrival: 50% of the booked rooms can be canceled free of charge.
- Up to 10 days before arrival: 20% of the booked rooms can be canceled free of charge.
- Up to 2 days before arrival: 2.5% of the booked rooms can be canceled free of charge.

The percentage scale is based on the contractually agreed number of rooms and the time of cancellation before the scheduled arrival date.

For all cancellations beyond this number or in the event of a no-show, we reserve the right to charge 80% of the overnight rate for the cancelled rooms.

*Only valid outside of major regional events; the contractually agreed cancellation conditions apply here.

h) The timeliness of the cancellation notice shall be determined by its receipt by the hotel. The guest must submit the cancellation in writing.

9. Right of withdrawal of the hotel

a) Any use of the guest that deviates from the agreement the hotel entitles the hotel to a solution without notice contractual relationship, without this giving rise to the right to the the agreed fee is reduced.

b) The use of the name of the hotel and its affiliates business units in connection with advertising measures of the contract partner e.g. for job interviews and sales events requires the written consent of the hotel. If a publication takes place without consent, and will thereby impairing the essential interests of the hotel, the hotel has the right to withdraw from the contract.

c) The customer will do everything as far as it is possible and reasonable for him do to avoid internal and external disturbances. Has the hotel reasonable cause to believe that the customer planned event e.g. due to its political character, the smooth running of business, the security of the hotels or their reputation endangered or threatened to endanger the hotel withdraw from the contract. This applies in particular if the hotel about the real character upon conclusion of the contract the customer has not adequately informed of the event became.

d) The hotel has the right to withdraw from the customer to be communicated immediately. There is no justified withdrawal right to compensation from the hotel.

e) If the hotel's withdrawal is caused by an culpable breach of duty on the part of the customer, so can the hotel, without prejudice to the resignation, the in Sections 7 and 8 amounts listed as flat-rate damages do. The proof of one thing remains for the hotel and the customer higher or lower damage free.

10. Hotel liability

a) The hotel is liable to the guest for items brought in until Hundred times the accommodation price, but up to a maximum of EUR 2,500.00). Liability is excluded if the room or the containers in which the guest leaves objects stay unlocked. For money and valuables is according to Paragraph 702 BGB only up to an amount of EUR 800.00 liable. The hotel recommends the possibility of storage in the room or central hotel safe do. A separate safe is available for the central hotel safe storage contract with an authorized person complete. Money is to be deposited openly against a receipt.

b) The Hotel Meerane rejects any responsibility for damage of any kind. In case of exhibition events and seminars is available to guests recommend taking out insurance, if any damage to your exhibits within the covers hotel premises.

c) The limitation period for all claims of the guest is 6 months from the end of the contract. The Liability conditions and the short limitation period apply in favor of the hotel, as far as legally permissible.

d) If the hotel is in fulfilment due to force majeure or strike hindered his performance, none of this can result compensation for damages can be derived. However, the hotel is the guest undertakes to procure elsewhere to strive for equivalent services.

e) As far as the guest has a parking space in the hotel garage for a fee is made available, no

Custody contract concluded. There is no monitoring obligation of the hotel.

f) The hotel will endeavour to handle wake-up calls with great care to execute. However, claims for damages are excluded.

g) Items that have been left are only available on request forwarded. The hotel undertakes to keep

6 months. After this point in time, the items will be provided if there is an apparent value, hand it

over to the local lost property office.

h) For the attention of the guests certain messages, post and shipments of goods are handled with care. The hotel takes over the storage, delivery and, on request, the forwarding of the same at the customer's expense. A liability for loss, delay or damage is excluded.

i) As part of its services, the hotel takes over in in certain cases, the free transport of people

and luggage. The liability for personal injury and property damage is based on the statutory motor vehicle or liability insurance limited. For losses and delays become a liability entirely locked out.

j) Faults in the technical or other facilities will, as far as possible, be removed immediately.

However, payments may be withheld or reduced not be made. The legally granted warranty and compensation claims of the customer against the hotel remain unaffected by this.

11. Liability of the customer for damage

a) The customer is liable for all damage (damage or loss) on the building or inventory event participants or event visitors, employees, other third parties in his area or himself or caused his legal representatives and vicarious agents will.

b) The hotel can provide security from the contractual partner possible claims for damage the position more appropriate collateral (e.g. insurance, deposits, guarantees) demand.

c) The application of decorative material and the fastening of exhibits are only available in consultation with the representative of the hotel's banquet department is permitted. Contributed decoration material and exhibits brought in must have the comply with fire regulations. The hotel is entitled to request appropriate evidence or attach and putting this up when the exhibits and refuse decorative materials do not meet the requirements and other property damage is to be feared.

12. Final provisions

a) Changes or additions to the contract, the acceptance of applications or these general terms and conditions should be made in writing. Unilateral changes or additions by the contractual partner are ineffective. Should individual provisions of these general terms and conditions be or become ineffective, this invalidates the validity of the other provisions are not affected. The parties undertake in such a case an effective or feasible one provision in place of the ineffective or unenforceable to set provisions that, as far as legally possible, make sense and the purpose of the provision to be replaced and the whole general terms and conditions.

b) The contractual relationship is subject to the law of federal Republic of Germany.

c) The place of jurisdiction is Hohenstein-Ernstthal.

d) Place of fulfilment and payment is the seat of the hotel

Meerane, Oktober 2025