

## **The Language Guesthouse/**

### **Terms & Conditions for Bed & Breakfast and Holiday Apartment reservations:**

#### **1. Early reservations: More than 1 month prior to arrival date:**

Upon booking a deposit of one third of the amount invoiced is due for payment in order to get the booking confirmation. The remaining two thirds become payable latest 14 days before the arrival date of guests. For short time booking periods (1 – 2 days) an agreement about payment of the remaining amount by cash after arrival is also possible. The customer gets his invoice on booking with deposit amount indicated. For payment of the remaining amount no second invoice is sent.

##### **Cancellation:**

In case of cancellation earlier than 3 weeks before the arrival date the Language Guesthouse will retain an administrative fee in the amount of the deposit ( maximum 100 Euro).- Any further already paid amounts will be refunded to the client.

In case of cancellation later than 3 weeks prior to the arrival date a reimbursement of the deposit and further already paid amounts (remaining invoiced sum) is possible only if the vacancy can be filled by other guests. The administrative fee will be retained in any case. In case the vacancy cannot be filled by other guests, the Language Guesthouse retains the right to claim full payment.

In any case of reimbursement possibly required bank charges go at the expense of the recipient.

To cover the risk of non-refunding of costs the Language Guesthouse recommends taking out travel cancellation insurance.

#### **2. Reservations 1 month prior to the arrival date or later:**

Upon booking the whole amount invoiced is due for payment in order to get the booking confirmation. For short time booking periods (1 – 2 days) and short term bookings an agreement on payment by cash after arrival is also possible. The customer gets his invoice on booking.

##### **Cancellation:**

Cancellations earlier than 2 weeks after invoicing come under the right of revocation (see there).

In case of cancellation later than 2 weeks after invoicing the Language Guesthouse will retain an administrative fee of one third of the invoiced amount (maximum 100 Euro), the remainder will be refunded. Possibly required bank charges go at the expense of the recipient. - The complete invoice amount will be retained as cancellation fee, if the vacancy cannot be filled by other guests. The Language Guesthouse retains the right to claim payment of administrative res. cancellation fee also in case payment by cash after arrival was agreed.

To cover the risk of non-refunding of costs the Language Guesthouse recommends to take out travel cancellation insurance.

#### **3. Right of revocation**

Private customers may declare the revocation of their booking in text form (e.g. letter, e-mail addressed to the Language Guesthouse) without giving reasons within a period of 14 days after invoicing. To keep the term it is only required to dispatch the note of revocation in time.

In case of revocation already paid amounts will be completely refunded. Possibly required bank charges go at the expense of the recipient.

#### **4. Right to privacy**

The customer knowingly allows the Language Guesthouse to enter his or her personal information into its electronic data banks. This information will be processed and handled electronically. This allowance may be countermanded by the customer in case of data abuse. The Language Guesthouse assures customers not to pass personal information to any other person or institution.

#### **5. Legal domicile**

German law governs this contract.

The legal domicile is Freiburg im Breisgau.

In case of invalidity of one contractual provision this will not affect the validity of the contract. The provision is to be adapted to the content of the contract.

*Last update: 13/07/2011*