



General Terms and Conditions

These terms and conditions apply to all services provided by the Mauritzhof Hotel, including accommodation services, the provision of conference and banquet rooms for events, and all other related services and supplies. They likewise apply to the provision of other rooms, spaces and areas.

Only the following terms and conditions shall apply. Any terms and conditions of the client (the term "Client" shall include the organiser, booking party, guest, etc.) shall not form part of the contract, even if the Mauritzhof Hotel has not expressly objected to their application.

Should one or more provisions of these General Terms and Conditions be or become invalid, this shall not affect the validity of the remaining provisions.

I. General

1. Contractual Relationship

The reservation of rooms and spaces as well as the agreement of other services and supplies shall become binding on both parties upon confirmation by the Mauritzhof Hotel or, if confirmation is no longer possible due to time constraints, upon provision of the respective service.

The reservation of hotel rooms, spaces and areas constitutes a contractual right of use. Subletting or re-letting, as well as the use of hotel rooms for purposes other than temporary accommodation, requires the prior written consent of the Mauritzhof Hotel.

If a reservation is made by a third party, such third party shall become a contracting party, irrespective of whether the guest has validly authorised the third party to make the reservation, and shall be jointly and severally liable with the guest for all obligations arising from the contract.

If other rooms, spaces or areas which have not been contractually agreed are used without the prior consent of the Mauritzhof Hotel, such use shall be subject to an additional charge.

2. Payment Terms

The guest is obliged to pay the full amount for the booked services upon arrival, either in cash, by debit card or by credit card.

All invoices issued by the Mauritzhof Hotel on the basis of a cost assumption agreement shall be due for payment without deduction within 14 days of the invoice date. If the aforementioned payment period is exceeded, the guest shall be in default without the need for a prior reminder. From the commencement of default, the Mauritzhof Hotel shall be entitled to charge default interest at a rate of 3 percentage points above the applicable base rate of the European Central Bank. The right to claim further damages caused by default shall remain unaffected.

For reminders issued after the commencement of default, the Mauritzhof Hotel may charge a reminder fee of €20.00 in each individual case.

In all cases, the Mauritzhof Hotel may require an advance payment in an appropriate amount from the guest.



3. Invoicing

The organiser/client must provide the correct billing details upon conclusion of the contract or, at the latest, upon departure. If the billing address is changed after the invoice has been issued, the hotel reserves the right to charge an administrative fee of €10.00.

4. Liability for Damage

The installation or attachment of decorative materials or other objects is not permitted without the prior consent of the hotel.

The person responsible shall be charged for any damage to the hotel's furnishings, fixtures or inventory caused during the stay. If the person responsible cannot be identified, the organiser/client shall be liable.

Hotel staff must be informed immediately of any damage that has occurred.

5. Smoking Ban

Smoking is prohibited throughout the entire hotel. This applies to all public areas as well as all hotel rooms and other indoor areas.

Smoking is permitted exclusively in designated outdoor areas. The hotel reserves the right to prohibit smoking in outdoor areas on a case-by-case basis if other guests are significantly or unreasonably disturbed as a result.

6. Additional Cleaning

Smoking is prohibited throughout the entire hotel. In the event of a violation, the Mauritzhof Hotel shall be entitled to charge a cleaning fee of €250.00 as well as any additional loss or damages resulting from the room being unavailable.

The Mauritzhof Hotel shall also be entitled to charge a cleaning fee of at least €200.00 if a room is soiled beyond the level of normal use or if the furnishings or equipment have not been used for their intended purpose.

7. Prices and Taxes

Where statutory VAT applies, it is included in the stated price. Any increase in VAT after conclusion of the contract shall be borne by the guest.

If a fixed price has been agreed and more than six months elapse between conclusion of the contract and provision of the service, the Mauritzhof Hotel reserves the right to make a reasonable adjustment to the price.

8. Commission

A commission of 8% shall only be granted upon request and requires written confirmation by the Mauritzhof Hotel.



The commission shall be calculated on the basis of net prices and shall apply exclusively to room rates and room rental charges. Food and beverages are excluded from commission.

9. Bringing in Food and Beverages

Bringing in or ordering food and beverages from outside the hotel is not permitted.

II. Room Reservations

1. Arrival and Departure

The guest shall have no entitlement to the provision of a specific room. The room to be allocated to the guest shall be determined by the Mauritzhof Hotel on the day of arrival.

Booked rooms are available to the guest from 4:00 p.m. on the day of arrival until 12:00 p.m. on the day of departure. The guest shall have no entitlement to earlier check-in or later check-out unless expressly agreed otherwise.

If the room has not been vacated by the agreed departure time, the Mauritzhof Hotel shall be entitled, in addition to any damages incurred, to charge the full applicable daily room rate for the additional use of the room from 3:00 p.m. onwards. The guest shall have the right to prove that no damage or substantially lower damage was incurred by the hotel.

2. Payment and Guarantee

A room reservation requires a valid credit card to be provided and held for guarantee purposes. In the event of cancellation outside the permitted free cancellation period or in the event of a no-show, the credit card provided shall be charged in accordance with the conditions of the booked rate.

Payment using the credit card provided for guarantee purposes is not mandatory and may be made using alternative payment methods.

The hotel shall be entitled to request presentation of a credit card upon arrival and to authorise the full booking amount plus a security deposit of at least €50.00 per night. Unless the authorisation is used to settle the final invoice, the authorised amount shall be released again after departure.

If a credit card cannot be presented upon arrival, immediate payment of the room charges and any other agreed services shall be required.

3. Changes

Changes or amendments to a reservation are only possible within the terms and conditions applicable to the respective booking and rate. Depending on the rate selected, booking date, room category and period of stay, different conditions may apply to changes, rebookings and cancellations.

Changes may therefore be subject to additional charges or may be excluded altogether. The conditions displayed and confirmed at the time the reservation is made shall be decisive.

The hotel room may only be used in accordance with the booking details and occupancy information stated in the reservation and confirmed by the hotel. Any changes to the occupancy or other

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material deviations from the confirmed reservation details, in particular the accommodation of additional persons, must be agreed with the hotel in advance and require its express consent.

Unauthorised changes to a reservation or exceeding the confirmed occupancy may result in additional charges.

In such cases, the hotel reserves the right to refuse changes to the occupancy or to withdraw from the accommodation contract if the requested change conflicts with the hotel's safety regulations or operational circumstances. Services already provided as well as any applicable cancellation or non-performance charges may be invoiced to the guest.

4. Cancellation and No-Show

In the event of force majeure or other circumstances preventing performance for which the Mauritzhof Hotel is not responsible, in particular circumstances outside the hotel's sphere of influence, the Mauritzhof Hotel reserves the right to withdraw from the contract without the Client being entitled to claim compensation.

Cancellation options depend on the type of rate and the booking channel. Further details regarding the applicable conditions can be found in the respective reservation confirmation.

In the event of cancellation after expiry of the free cancellation period or in the event of a no-show, provided that the room cannot be re-let, at least 90% of the agreed room price shall be charged, depending on the rate booked.

A room shall be deemed a no-show if the guest has not occupied it by midnight on the day of arrival, unless a later arrival has been notified to the hotel in advance.

In all cases, the hotel will endeavour to re-let rooms that have not been used in order to minimise any loss. Until the contractually agreed rooms are re-let, the Client shall remain liable for the duration of the contractual period, subject to the aforementioned cost provisions.

The statutory 14-day right of withdrawal pursuant to Section 355 of the German Civil Code (BGB) shall not apply.

For reservations comprising several consecutive nights, arrival on the first booked day of the stay is required. If the guest does not arrive and the hotel has not been informed in advance of a late arrival, there shall be no entitlement to the provision of the reserved room from the following day onwards. In this case, the hotel shall be entitled to re-let the room and cancel the reservation for the remaining nights. This shall apply irrespective of the cancellation conditions applicable to the respective rate.

5. Prices

Prices are subject to dynamic pricing and may vary depending on demand, availability, season and the booked room category. The price displayed at the time of booking shall be decisive.

Current prices can be viewed on our website at www.mauritzhof.de.



III. Events and Conferences

1. Availability

The booked event rooms shall only be available during the periods agreed in writing. Extensions may only be granted upon prior agreement with the Events Department and subject to availability.

In the event that the contractually agreed time is exceeded, the Mauritzhof Hotel shall be entitled to charge an additional room rental fee of at least €50.00 per commenced hour, as well as any damages incurred due to the resulting loss of availability.

The Mauritzhof Hotel reserves the right to replace the booked event or conference room with another room of the same or better size and facilities for the actual event.

2. Number of Participants

For events, the final number of participants shall be agreed in writing between the hotel and the organiser 10 days prior to the event.

The hotel shall prepare and charge food and beverages for the number of participants notified. If the actual number of participants differs by more than 15% from the contractually agreed number of participants, the hotel reserves the right to charge a cancellation fee of 90% of the value of the services not used.

Payment Terms

An advance payment of 30% of the booked services must be paid to the bank account stated below no later than 60 days prior to the event.

If fewer than 60 days remain between conclusion of the contract and the event date, an advance payment in the amount of the applicable cancellation fee (see Cancellation and Withdrawal) shall become due.

The remaining balance shall be paid in accordance with the payment terms individually agreed in the contract.

If payment has not been received in the hotel's account within six working days, the Mauritzhof Hotel reserves the right to release the reserved rooms, spaces and areas for sale again and to withdraw from the contract.

3. Withdrawal and Cancellation

In the event of force majeure or other circumstances preventing performance for which the Mauritzhof Hotel is not responsible, in particular circumstances outside the hotel's sphere of influence, the Mauritzhof Hotel reserves the right to withdraw from the contract without the Client being entitled to claim compensation.

In the event of cancellation by the Client, the following cancellation fees shall apply to all booked services, irrespective of the reason for cancellation:



Up to 60 days prior to the arrival date: free of charge

Up to 45 days prior to the arrival date: 30% of the booked services

Up to 30 days prior to the arrival date: 40% of the booked services

Up to 15 days prior to the arrival date: 60% of the booked services

From 14 days prior to the arrival date: 90% of the booked services

The statutory 14-day right of withdrawal pursuant to Section 355 of the German Civil Code (BGB) shall not apply.

For equipment or other items ordered by the Mauritzhof Hotel from third parties on behalf of the Client, the cancellation conditions of the respective third party shall apply.

10% of the agreed hotel rooms, up to a maximum of 3 rooms, may be cancelled free of charge up to the day prior to arrival.

The right of cancellation may only be exercised once and shall only apply provided that the other contractually agreed services are used.

In all cases, the hotel will endeavour to re-let event rooms and hotel rooms that are not used. Until the contractually agreed event rooms and hotel rooms are re-let, the Client shall remain liable for the duration of the contractual period, subject to the aforementioned cost provisions.

4. Public Announcements

Newspaper advertisements, public invitations and sales events require the prior written consent of the Mauritzhof Hotel.

The Mauritzhof Hotel shall have the right to cancel the event if publication thereof adversely affects material interests of the Mauritzhof Hotel or gives reasonable cause to believe that the event may jeopardise the smooth operation of the hotel, the safety, reputation of the hotel or the safety of its guests.

In such cases, the organiser shall have no right to claim damages.

5. Technical Equipment and Inventory

Where the Mauritzhof Hotel provides the organiser with technical or other equipment, whether owned by the hotel or provided by third parties, the Client shall be liable for the proper and careful handling and return of such equipment.

6. Additional Services

The organiser/client shall be liable for payment of any additional food, beverages or other services ordered or used by event participants.

The organiser may only bring food and beverages into the hotel with the prior written consent of the Mauritzhof Hotel. A service fee shall be charged in such cases.



If the organiser requests changes to the set-up of the conference or event room on the day of the event which were not agreed in advance or differ from the previously agreed set-up, the Mauritzhof Hotel shall charge an additional fee for the resulting additional work.

7. Liability

If the Client is not also the organiser, both parties shall be jointly and severally liable.

IV. Group Reservations (More Than 5 Rooms)

1. Guest List

For group bookings, including bookings made in connection with an event, the Client shall provide the hotel with a participant list no later than 10 days prior to arrival.

2. Liability

If the Client is not also the guest, both parties shall be jointly and severally liable.

3. Payment Terms

An advance payment of 30% of the booked services must be paid to the bank account stated below no later than 60 days prior to arrival.

If fewer than 60 days remain between conclusion of the contract and the arrival date, an advance payment in the amount of the applicable cancellation fee (see Withdrawal and Cancellation) shall become due.

The remaining balance shall be paid in accordance with the payment terms individually agreed in the contract.

If payment has not been received in the hotel's account within six working days, the Mauritzhof Hotel reserves the right to release the reserved rooms for sale again and to withdraw from the contract.

4. Withdrawal and Cancellation

In the event of force majeure or other circumstances preventing performance for which the Mauritzhof Hotel is not responsible, in particular circumstances outside the hotel's sphere of influence, the Mauritzhof Hotel reserves the right to withdraw from the contract without the Client being entitled to claim compensation.

In the event of cancellation by the Client, the following cancellation fees shall apply to all booked services, irrespective of the reason for cancellation:

Up to 60 days prior to the arrival date: free of charge

Up to 45 days prior to the arrival date: 30% of the booked services

Up to 30 days prior to the arrival date: 40% of the booked services



Up to 15 days prior to the arrival date: 60% of the booked services

From 14 days prior to the arrival date: 90% of the booked services

The statutory 14-day right of withdrawal pursuant to Section 355 of the German Civil Code (BGB) shall not apply.

10% of the agreed hotel rooms, up to a maximum of 3 rooms, may be cancelled free of charge up to the day prior to arrival.

The right of cancellation may only be exercised once and shall only apply provided that the other contractually agreed services are used.

In all cases, the hotel will endeavour to re-let hotel rooms that are not used. Until the contractually agreed hotel rooms are re-let, the Client shall remain liable for the duration of the contractual period, subject to the aforementioned cost provisions.

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