

**General Terms and Conditions of  
Palais-Horst  
Horst Burbulla  
Popplesdorfer Allee 65  
53115 Bonn  
Germany**

**1. Conclusion of the agreement**

- 1.1. The agreement is concluded as soon as the suites and other services have been ordered and confirmed, or have been made available, if confirmation was no longer possible.

**2. Arrival and departure**

- 2.1. If not otherwise agreed, the suites will not be available before 3 p.m. of the day of arrival.
- 2.2. All rooms have to be vacated by 11 a.m. of the day of departure. If the apartment has not been vacated at this time, Palais-Horst will be entitled to charge 50 % of the full room price for the day of departure. If the room is only vacated after 3 p.m., the full room price may be charged.

**3. Services, prices**

- 3.1. The rent incl. the rent for the room, cleaning one time a week and internet with separate router.
- 3.2. Should the statutory Value Added Tax change after the agreement has been concluded, the agreed price will change accordingly.

**4. Payment**

- 4.1. The price for the apartment has to be paid on arrival before the apartment is occupied resp. by the 1 st of each month for the current month, either in cash or by credit card.
- 4.2. Any default of payment enables Palais-Horst to withhold any further services from the current agreement, as well as to withdraw from any agreements concerning future services. Apart from that Palais-Horst is entitled to charge the tenant with any damages incurred.
- 4.3. Place of fulfilment for all payment obligations Bonn, Germany.

**5. Cancellation terms**

- 5.1. Short term stays ( 1 - 30 days ):  
In case of cancellation up to 7 days before arrival: free of charge  
In case of cancellation 6 to 2 days before arrival: Processing fee 50 €  
In case of cancellation from 2 days before arrival: 100 % of the total accommodation price
- 5.2. Long term stays ( from 30 days ):  
In case of cancellation up to 14 days before arrival: free of charge  
In case of cancellation 13 to 7 days before arrival: 50 % of the total accommodation price

In case of cancellation from 6 days before arrival: 100 % of the total accommodation price

5.5. The period of notice for premature departure is 14 days.

## **6. Liability**

- 6.1. The tenant is liable for all damages, which incur to Palais-Horst either caused by him, his guests or any other persons, he is responsible for.
- 6.2. Palais-Horst is entitled to terminate the agreement without prior notice if the tenant/guest uses the rented rooms for another than the contractually agreed purpose. The claim to payment of the agreed apartment price in the amount of the booking will remain.

## **7. Guarantee**

- 7.1. If a service is not rendered or not rendered in accordance with the agreement and common practice, the guest/tenant is entitled to request an upgrade.
- 7.2. The guest/tenant can demand a price reduction, which is equivalent to the reduced service if following the request for remedial action, services have not been rendered or not been rendered in accordance with the agreement. In case of any interruption of services, the guest/tenant is obliged to do everything that is reasonable to contribute to remedy to the disruption and to minimize any possible damage. The tenant is in particular obliged to inform the management immediately of his complaints. If the guest/tenant does not fulfil these obligations, he is not entitled to any price reductions.

## **8. Special hints**

- 8.1. Tenants may not bring any animals.
- 8.2. Laundry items may be washed in the washing room.
- 8.3. Palais-Horst is entitled to request from the guest/tenant the discontinuation or reduction of any unduly disturbing noise. The tenant/guest is obliged to comply with such a request by Palais-Horst.
- 8.4. Any occupations against good morals by the guest/tenant entitle Palais-Horst to terminate the agreement immediately, maintaining its contractual claims for the period of the booking. Palais-Horst must be compensated for any other proven damages incurred.
- 8.5. All information will be provided to the best of our knowledge; however, without guaranty.
- 8.6. No liability will be assumed for lost property (items the tenant has forgotten). Any items will only be returned on request. Palais-Horst commits itself to keeping any items for a period of six months.
- 8.7. No liability will be assumed for money or valuables.
- 8.8. We will charge 50 € for any lost or damaged room keys.
- 8.9. Smoking in the suites is strictly prohibited.

## **9. General**

- 9.1. The competence of the court in Bonn will be agreed with respect to all disputes from this agreement and its fulfilment.

9.2. Should any provision of the General Terms and Conditions be ineffective, the validity of the other provisions will not be affected. An equivalent provision will apply instead of the invalid provision. Verbal agreements will only become effective if they have been confirmed in writing by Palais-Horst.