



General Terms and Conditions for events in Strandhotel Glücksburg and all additionally booked event locations

General Terms and Conditions applicable from 01 January 2021

Contractual relationships are established directly between Strandhotel Glücksburg and persons/organisations who/which submit bookings/reservations. With respect to bookings and processing of banquet agreements the following terms and conditions apply:

Strandhotel Glücksburg
Kirstenstr. 6
D-24960 Glücksburg/Ostsee
Phone: +49 (0)4631 6141-0
Fax: +49 (0)4631 6141-11
info@strandhotel-gluecksburg.de
www.strandhotel-gluecksburg.de/en

1. Scope

- 1.1. These terms and conditions apply to all agreements regarding the usage of conference and banquet rooms of the hotel for designated purposes in the course of banquets, seminars & trainings, weddings, conferences, concerts, performances and presentations, etc., as well as all other related services and deliveries of the hotel as well as in normal catering and hotel operations of all indoor and outdoor restaurant areas of the house.
- 1.2. The terms and conditions of the ordering party will only apply if this has been explicitly agreed on before in written form.

2. General conditions

- 2.1. In case of cancellation of an event in Strandhotel Glücksburg which involves booking of hotel rooms the hotel reserves the right also to cancel the respective room reservations and to make the rooms available for other bookings.
- 2.2. Attaching additional decoration in or at the building as well as on the outdoor areas is not permitted unless the hotel administration has given explicit approval.
- 2.3. Playback of sound storage media of any kind brought to the house, or video projection may be prohibited if not agreed on before with Strandhotel Glücksburg. If the house has approved, then the event organiser must arrange for all statutory and governmental approvals and information regarding restrictions, and submit the respective documents to the hotel administration before the event if so requested. All resulting costs have to be paid by the event organiser. The same applies to musicians and entertainers contracted by the event organiser. For all kinds of events, particularly those accompanied by music, the event organiser is responsible for compliance with all statutory noise protection regulations including the house's rules. This particularly applies to the noise protection regulations applicable after 22.00 h (max. outdoor sound emission: 35 dB(A)). This also applies to service providers contracted by the event organiser. Any cost or penalty resulting from non-compliance with these rules is at the expense of the event organiser.
- 2.4. Parents, or legal guardians respectively, are responsible for care and supervision of children and assume liability for children who participate in the event.

3. Liability

- 3.1. The event organiser assumes liability for any damage whatsoever caused by the event or its participants, and bears all costs for repair or other remedial action.
- 3.2. Strandhotel Glücksburg does not assume liability for garments, cameras, mobile phones, laptops, or other devices and equipment brought to the event.
- 3.3. The event organiser is fully responsible for compliance with German Jugendschutzgesetz (Youth Protection Act).



4. Services, prices, payment, offsetting, house rules

- 4.1. The hotel is obliged to provide the agreed services ordered by the event organiser in written form.
- 4.2. The event organiser is obliged to pay the full amount of the agreed prices and rates for the agreed services. This also applies to payment obligations in connection with the event, e.g. services and expenses to be paid to third parties.
- 4.3. The agreed rates are provided as gross prices, VAT is stated separately. If due to a change in statutory regulations the VAT included in the prices increases, then the hotel has the right to adjust the agreed prices accordingly without prior consent of the ordering party. If the period between the conclusion of the contract and the fulfilment of the contract exceeds four months and the price generally charged by the hotel for such services increases in that period, then the hotel may reasonably increase the contractually agreed price accordingly, however by max. ten percent.
- 4.4. Hotel invoices without explicit due date are payable without deduction within seven days after receipt of the invoice.
- 4.5. All events have a max. duration until 3.00 h. Starting from 1.00 h the hotel will charge an extension fee of € 300.00 plus VAT per commenced hour. We kindly ask for silence in all rooms of an event after 3.00 h. In case of non-observance the hotel may charge the event organiser with an additional fee of min. € 1,000.00 plus VAT per commenced hour.
- 4.6. By no later than four weeks before the event the event organiser must pay a deposit of 80% of the estimated event cost to the hotel's account stating the event date, the order number, and the organiser's name. The event organiser will receive an invoice from the hotel accordingly.

5. Cancellation/changes regarding the event rooms

- 5.1. Cancellation of an event is possible free of charge until and not later than six months before the event date. After that date the hotel will charge 50% of the lump sum or the total amount due of the event booked. In case of cancellation within four weeks before the event date the hotel will charge 80% of the lump sum or overall cost of the event booked. In case of cancellation within the last seven days before the event date the hotel will charge 100% of the lump sum or the total amount due of the event booked.
A limited number of rooms per category is available and allocated to your event. Your guests may book rooms from this allocation until two months before the event when they state the booking name specified. After the deadline of two months before the event, rooms which have not been reserved by event guests may be made available to other hotel guest by the hotel. Allocated rooms which have not been reserved by event guests and which have not been otherwise used have to be fully paid by the ordering party of the event.
- 5.2. The hotel must be informed of any changes with respect to the written and confirmed agreement (e.g. food, reduced number of persons, sequence of the event) in written form and not later than ten days before the event date. Otherwise the last number of persons the hotel was notified of will be used as calculation basis.
- 5.3. Until five days before the event date it is possible to cancel max. 5% of the total number of persons free of charge. Otherwise the last number of persons the hotel was notified of will be used as calculation basis.
- 5.4. In case the event organiser fails to inform the hotel about withdrawal from the agreement or desired changes all resulting costs will be calculated based on our cancellation rules.
- 5.5. Due to force majeure the hotel may be released from the agreement or cancel and abort the event. This also applies in case of inappropriate behaviour of participating guests which does not correspond to the house's character, or when causing annoyance, nuisance or disturbance to third parties who are not involved in the event. If the event organiser requests a change of the agreed number of persons this may have effect on the provision of different rooms which are more suitable. The event organiser must not necessarily be informed about this change.
- 5.6. The use of party equipment causing excessive dirt or noise is generally not permitted. Particularly starting confetti cannons is prohibited. This applies to all indoor and outdoor areas of all event rooms and to the overall hotel area. In case of non-compliance the event organiser will be charged with an extra cleaning fee (e.g. starting from € 100.00 per confetti cannon).



- 5.7. Bringing food or drinks suitable for consumption on location is generally not permitted. Exceptions require written consent by the hotel and both type and quantities must be explicitly defined beforehand. In that case the hotel will specify service fees, plate fees, or corkage fees which have to be paid by the event organiser.
- 5.8. The hotel provides the food served in the house according to type and product range in best possible quality at the agreed time according to previous consultation and written confirmation. Leftovers (e.g. at the buffet) remain the hotel's property and will be taken back by the hotel, and if suitable, given to charity organisations, or properly disposed of. The event organiser must not take away remaining food or drinks from the buffet. Exceptions require explicit consent by the hotel.

6. Liability

- 6.1. The hotel will only assume liability for faults and failure caused by our house. In case of any dispute German law and legislation applies. Place of jurisdiction and of fulfilment is Flensburg.

With best regards

Strandhotel Glücksburg

The ordering party automatically accepts the above terms and conditions by signing the agreement.