

General Terms and Conditions for Hotel Accommodation Contracts

I. Scope of Applicability

1. These Terms and Conditions govern contracts for the rental use of hotel rooms for lodging purposes, as well as all other goods and services rendered by the hotel for the customer.

2. The customer's general terms and conditions shall apply only if these are previously expressly agreed in writing.

II. Conclusion of Contract, Parties, Liability, Statute of Limitations

1. The contract shall come into force upon the hotel's acceptance of the customer's application. At its discretion, the hotel may confirm the room reservation in writing.

2. The parties to the contract are the hotel and the customer. If a third party placed the order on behalf of the customer, then that party shall be liable vis-à-vis the hotel for all obligations arising from the hotel accommodation contract as joint and several debtor together with the customer, insofar as the hotel has a corresponding statement by the third party.

3. Any claims against the hotel shall generally be time-barred after 6 months.

III. Services, Prices, Payment, Set-Off

1. The hotel is obligated to keep the rooms reserved by the customer available and to render the agreed services.

2. The customer is obligated to pay the applicable or agreed hotel prices for rooms provided and for other services used. This shall also apply to the hotel's services and outlays to third parties caused by the customer.

3. The agreed prices include applicable value-added tax as required by law. If the period between conclusion and fulfillment of the contract exceeds four months and if the price generally charged by the hotel for such services increases, then the hotel may raise the contractually agreed price to a reasonable extent.

4. Moreover, the hotel may change prices if the customer later wishes to make changes in the number of reserved rooms, the hotel's services, or the length of guests' stay, and the hotel consents to such changes.

5. Hotel invoices not showing a due date are payable and due in full within ten days of receipt. The hotel shall be entitled at any time to make accumulating accounts receivable payable and due and to demand payment without undue delay. With default of payment, the hotel shall be entitled to demand the respectively applicable statutory default interest in the amount of currently 8 percent or, with legal transactions with a consumer, in the amount of 5 percent above the base interest rate. The hotel reserves the right to prove greater damage.

6. The hotel is entitled to require a reasonable advance payment or security deposit upon conclusion of the contract or thereafter.

7. If the keys are not returned at check out the hotel is entitled to charge € 45,00 from the credit card account.

8. The hotel is permitted to charge the guests' creditcard for damaged or taken room equipment incl. a handling fee (e.g. bathrobe € 50,- remote control € 15,- towel € 15,- etc.)

IV. Repudiation by Customer (Cancellation, Annulment) /

Failure to Use Hotel Services (No Show)

1. Cancellation by the customer of the contract concluded with the hotel requires the hotel's written consent. If such is not given, then the price agreed in the contract must be paid even if the customer does not avail himself of the contractual services.

2. To the extent the hotel and customer agreed in writing upon a date for a cost-free cancellation of the contract, the customer may cancel the contract up to that date without incurring payment or damage compensation claims by the hotel. The customer's right of cancellation shall expire if he does not exercise his cancellation right in writing vis-à-vis the hotel by the agreed date, insofar as no case pursuant exists.

3. At its discretion, the hotel may demand the contractually agreed compensation.

V. Repudiation by Hotel

1. To the extent that a right of cost-free cancellation within a certain period was agreed in writing for the customer, the hotel is entitled for its part to cancel the contract during that period if there are inquiries from other customers regarding the contractually reserved rooms and the customer does not waive his right of rescission upon inquiry thereof by the hotel.

2. If an agreed advance payment or an advance payment demanded pursuant to Item III, Nr. 6 supra is not made even after a reasonable grace period set by the hotel has expired, then the hotel is likewise entitled to cancel the contract.

3. The hotel is entitled to effect extraordinary cancellation anytime without a reason.

4. Moreover, the hotel is entitled to effect extraordinary cancellation of the contract for a materially justifiable cause, e.g. if – force majeure or other circumstances for which the hotel is not responsible make it impossible to fulfill the contract;

– rooms are reserved with misleading or false information regarding material facts, such as the identity of the customer or the purpose;

– the hotel has justified cause to believe that use of the hotel's services might jeopardize the smooth operation of the hotel, its security or public reputation, without being attributable to the hotel's sphere of control or organization;

– there is a breach of the item I. Nr. 2 supra.

5. The customer can derive no right to compensation from justified cancellation by the hotel.

VI. Room Availability, Delivery and Return

1. The customer does not acquire the right to be provided specific rooms.

2. Reserved rooms are available to the customer starting at 2:00 pm on the agreed arrival date. The customer does not have the right to earlier availability.

3. The reception is staffed 24 hours a day.

4. Rooms must be vacated and made available to the hotel no later than 11:00 noon on the agreed departure date. After that time, on the grounds of the delayed vacating of the room for use exceeding the contractual time, the hotel may charge 50 percent of the full accommodation rate (list price) for the additional use of the room until 6:00 p.m. (after 6:00 p.m.: 100 percent).

5. Best Vienna Hotels is entitled to check in guests in another hotel of comparable standard or in an apartment. In case of additional costs for another hotel or apartment the hotel can but it is not obliged to overtake extra costs (for the first night).

VII. Liability of the Hotel

1. The hotel is liable to exercise the duty of care of an ordinary merchant with the performance of its obligations arising from the contract. Claims of the customer for reimbursement of damages are precluded. Should disruptions or defects in the performance of the hotel occur, the hotel shall act to remedy such upon knowledge thereof or upon objection without undue delay by the customer. The customer shall be obliged to undertake actions reasonable for him to eliminate the disruption and to keep any possible damage at a minimum.

2. Loss of or damage to parked or manoeuvred cars and their contents shall not be liable to the hotel. This also applies to agents of the hotel. If another parking space, not owned by the hotel, was recommended to a guest, even if a fee was charged, it does not constitute any agreement or contract.

VIII. Final Provisions

1. Amendments and supplements to the contract, the acceptance of applications, or these General Terms and Conditions for Hotel Accommodation should be made in writing. Unilateral amendments and supplements by the customer are not valid.

2. Place of performance and payment is the location of the hotel's registered office.

3. In the event of dispute, including disputes for checks and bills of exchange, the courts at the location of the hotel's registered office shall have exclusive jurisdiction for commercial transactions.

4. The contract is governed by and shall be construed in accordance with the laws of the Republic of Austria. The application of the UN Convention on the International Sale of Goods and the conflict of laws are precluded.

5. Should individual provisions of these General Terms and Conditions for Hotel Accommodation be or become invalid or void, the validity of the remaining provisions shall remain unaffected thereby. The statutory provisions shall also be applicable.