



Terms and conditions

- 1) The accommodation contract (rental agreement) is concluded as soon as the room / function room has been ordered or confirmed or, if confirmation was no longer possible due to time constraints, has been made available.
 - 2) The conclusion of the accommodation contract (rental agreement) obliges the contracting parties to fulfill the contract, regardless of the duration for which the contract was concluded. The contract cannot be terminated unilaterally.
 - 3) Tentative or option dates are binding for both contracting parties. The Alexander Hotel reserves the right to rent the reserved rooms and function rooms to someone else after the tentative or option dates have expired.
 - 4) Reserved hotel rooms are available to the guest from 3 p.m. on the day of arrival until 11 a.m. on the day of departure. Unless an arrival time has been expressly agreed, the Alexander Hotel reserves the right to allocate ordered hotel rooms to someone else after 6 p.m.
 - 5) Reserved function rooms are only available to the service recipient at the time agreed in writing. Use of the function rooms beyond the agreed period requires prior approval from the event department.
 - 6) The service recipient does not acquire any right to the provision of specific hotel rooms and function rooms. If agreed rooms or function rooms are not available for whatever reason, the Alexander Hotel is obliged to provide an equivalent replacement, even outside the hotel, as far as this is reasonable.
 - 7) In the event of changes or cancellations of reserved hotel rooms, function rooms and arrangements, the Alexander Hotel reserves the right to charge the following costs:
 - a) up to 40 days before arrival: no costs
 - b) 39 to 30 days before arrival: 30% of the agreed services / arrangements
 - c) 29 to 14 days before arrival: 45% of the agreed services / arrangements
 - d) 13 to 2 days before arrival: 60% of the agreed services / arrangements
 - e) 1 day before arrival: 80% of the agreed services / arrangements
 - f) 0 days before arrival: 100% of the agreed services / arrangements
- If the agreements include more than 250 overnight stays per event, the above deadlines are extended by 30 days each. The Alexander Hotel will endeavour to allocate unused rooms, function rooms and arrangements to other parties if possible in order to avoid losses. Until the contractually agreed rooms, function rooms and arrangements are allocated to other parties, the service recipient must pay the calculated amount for the duration of the contract and taking into account the above cost arrangement.
- 8) In order to ensure an orderly process for group bookings (10 people or more), the service recipient / customer is obliged to provide the Alexander Hotel with the list of participants up to 4 days before the group arrives.
 - 9) If the customer is not also the organizer, both parties are jointly and severally liable.
 - 10) If the organizer is a political association, the contract must also be approved by the Alexander Hotel management for it to be effective. If the customer/organizer does not inform the Alexander Hotel that it is a political association, the Alexander Hotel is entitled to terminate the contract and charge the corresponding provision costs in accordance with 7).
 - 11) Invoices are payable within 10 days of the invoice date without deduction.

12) Credit cards (American Express, Diners, Mastercard, Visa, JCB) are only accepted for payment of amounts that are neither subject to a commission claim nor are discounted special prices.

13) Agreed brokerage or booking commissions are generally only due after receipt of the commission invoice and receipt of payment for the services used.

14) If the period between conclusion of the contract and provision of the service exceeds 6 months, the Alexander Hotel reserves the right to make price changes without prior notice. Changes in VAT are to the benefit or detriment of the service recipient regardless of the time of conclusion of the contract. All prices are in euros and include VAT.

15) No verbal side agreements will be made. Changes and additions must be in writing to be effective.

16) The place of jurisdiction is Oldenburg.

For seminars, conferences, congresses, banquets, balls, exhibitions, lectures, etc., the following must also be observed:

17) A change in the number of participants for a shared meal must be communicated in writing at least 3 days before the start of the event, otherwise at least the number of place settings ordered will be charged.

18) The organizer / customer is liable for the payment of any additional food and drinks ordered by the event participants.

19) Bringing food and drinks requires prior approval from the Alexander Hotel.

20) No liability is accepted for loss or damage to objects or exhibits brought in. All decorative material must comply with fire safety requirements.

21) Attaching decorative material or other objects is not permitted without the consent of the Alexander Hotel. The organizer/customer is liable for damage to the Alexander Hotel's equipment or inventory caused during setup or dismantling or during the event, without proof of fault.

22) Malfunctions in the technical or other equipment provided will be remedied immediately, if possible. However, payments cannot be withheld or reduced.