



# JAKOBSBERG

## NATURE RESORT

### General Terms and Conditions of Jakobsberg Hotel & Golfresort GmbH

#### I General provisions

##### § 1 Scope of application, announcement

1 These General Terms and Conditions ("GTC") apply to all contracts that Jakobsberg Hotel & Golfresort GmbH, acting under the brand name "Jakobsberg Nature Resort", concludes with its customers as part of its business operations, in particular to contracts for the rental of hotel rooms and ancillary services provided in connection therewith (collectively referred to as "hotel services") and to contracts for the rental of premises for the organization of events, e.g. conferences, seminars, banquets, balls, exhibitions and other private or publicly accessible celebrations, and to contracts for the rental of premises for the organization of events, e.g. conferences, seminars, banquets, balls, exhibitions and other private or publicly accessible celebrations, and ancillary services provided in connection therewith (collectively referred to as "event services").

2. The Company shall publish these GTC on its website [www.jakobsberg.de](http://www.jakobsberg.de) and display them in printed, clearly legible form at the reception of the hotel.

##### § 2 Offers, conclusion of a contract, customer details, ancillary agreements

1. Offers of the Company are generally non-binding and subject to change, unless the Company has expressly designated an offer as binding and has specified a specific binding period in the offer.

2. A contract with the Company is concluded when the Company accepts the Customer's contract application - booking for hotel rooms ("accommodation") or event rooms and for any ancillary services - and confirms acceptance of the booking to the Customer, in text form in the case of the rental of hotel rooms and in writing in the case of the rental of event rooms. If the booking of hotel rooms is only made verbally (by telephone), a contract for the accommodation requested by the Customer shall, in deviation from sentence 1 above, already be concluded upon acceptance of the booking by the Company by telephone; confirmation of the booking in text form is not required. If the Company has submitted a binding offer to the Customer (cf. Clause 1), the contract shall be concluded when the Customer declares acceptance of the offer and the Company receives his declaration of acceptance before the expiry of the commitment period. A declaration of acceptance received by the company after the expiry of the deadline constitutes a contract application within the meaning of sentence 1.

3. The Customer is obliged to inform the Company prior to conclusion of the contract, i.e. before or at the time of booking and in the event that he first requests a binding offer from the Company in accordance with Clause 1, prior to or upon requesting such an offer, the Company of circumstances essential to the contract, e.g. his identity, his ability to pay or the purpose of the hotel and/or event services requested by him (see Section 1 (1)). § 1 (1) and to inform the Company, without being asked, of any circumstances connected with his booking which, due to their political, religious or other nature, are likely to impair the safety, in particular of other guests, or the smooth running of the business or the reputation of the Company or its hotel in the public eye.

4. Unless otherwise stipulated in these GTC, amendments or additions to a contract concluded with the Company must be in writing to be effective. This also applies to the revocation of this clause.

##### § 3 Declaration of consent under data protection law

1. The personal data provided in the contract, in particular name, address, telephone number, e-mail address, payment data and, if applicable, vehicle number registration, will be processed by Jakobsberg Hotel & Golfresort GmbH as the responsible body within the meaning of the General Data Protection Regulation (GDPR) exclusively for the purpose of implementing, processing and invoicing the contractual relationship.

2. Personal data will only be passed on to third parties if this is necessary for the fulfillment of the contract or if there is a legal obligation to do so.

3. The personal data will be deleted as soon as they are no longer required for the purposes of their processing, provided that there are no statutory retention obligations to the contrary.

4. The customer has the right at any time to information about the personal data stored about him/her and to correction, deletion or restriction of processing in accordance with the statutory provisions.

5. Data protection inquiries should be addressed to:

**Jakobsberg Hotel & Golfresort GmbH**, Im Tal der Loreley, D-56154 Boppard  
Managing Director: André Müller  
E-mail: [info@jakobsberg.de](mailto:info@jakobsberg.de)

The controller is the natural or legal person who alone or jointly with others determines the purposes and means of the processing of personal data.

##### § 4 Ancillary and additional services

1. Upon corresponding booking or separate order by the Customer, the Company shall provide ancillary or additional services for which, in addition to the following paragraphs 2 and 3, and, if they are provided in the context of or on the occasion of accommodation, the provisions set out in Section II of these GTC and, if they are provided in the context of or on the occasion of the rental of event rooms, the provisions set out in Section III of these GTC shall additionally apply.

2. The customer is obliged to pay for all ancillary or additional services booked by him or ordered separately or used without an order and provided by the company at the prices agreed with the booking or order or, in particular, in the case of additional use, at the company's usual prices (see § 4 paragraph 1). The same applies to ancillary and additional services provided by the Company or its hotel which guests or visitors of the Customer have used in the context of accommodation or in the context of the organization of an event and have not paid for themselves.

3. If the Company disburses remuneration on behalf of the Customer for deliveries and services of third parties arranged by the Customer directly or via the Company, e.g. GEMA claims associated with the playing of music at events, the Customer must reimburse these to the Company.

##### § 5 Use of the hotel rooms and function rooms provided

1. The customer is not permitted to use the hotel rooms and/or function rooms booked by him for purposes other than those agreed with the company or for purposes other than those agreed with the company, e.g. use for job interviews or for sales or presentation events, transfer to third parties, in particular subletting or re-letting, unless the company has given its express consent to this at least in text form.

2. The company is not obliged to grant the consent required under paragraph 1. The Company may make the granting of consent dependent on the fulfillment of conditions and requirements, in particular that the Customer imposes the obligations incumbent on him in accordance with these GTC on any third party to whom he transfers a contractual room and proves this to the Company prior to any use other than that originally agreed.

##### § 6 Prices, flat rates, minimum turnover, advance payment, VAT and duties

1. If no individual prices have been agreed between the Customer and the Company, the Company's usual prices shall apply to the services and ancillary services used by the Customer in accordance with § 4, i.e. the prices published by the Company in its price list on its website and/or posted at the reception desk.

2. If the Company has agreed a flat rate with the Customer, this shall be per day and per hotel guest and/or event participant or visitor, unless otherwise agreed in individual contracts.

3. If the Company has agreed a minimum turnover (minimum total turnover or minimum turnover per participant) with the Customer for events, for example, if this minimum turnover has not been achieved, the Customer shall be obliged to pay the Company a share of 60% of the difference between the agreed minimum turnover and the turnover actually achieved as lost profit, unless the Customer proves a lower loss or the Company proves a higher loss as a result of the failure to achieve the minimum turnover.

4. The Company may require the Customer to make an appropriate advance payment or provide security, e.g. credit card guarantee, before using the agreed services and may refuse to provide the agreed services if the Customer fails to make the advance payment. The Company must specify an advance payment, its amount and the payment date for this in text form before or upon conclusion of the contract. If the Customer is in arrears with a payment from a previous booking at or after conclusion of the contract or if an extension of the scope of services is agreed, the Company may also demand an advance payment or security deposit or an increase in the contractually agreed advance payment or security deposit up to the full amount of the agreed remuneration after conclusion of the contract. 5.

5. The prices agreed by the Company with the Customer and its usual prices shall include the value added tax applicable at the time of conclusion of the contract. The prices do not include local taxes which are to be levied on the guest in accordance with municipal law (e.g. visitor's tax, bed tax, etc.). If, after conclusion of the contract, the amount of statutory VAT is changed or local taxes on the subject matter of the service are newly introduced, changed or abolished, the agreed prices shall be adjusted accordingly. In the case of contracts concluded with consumers within the meaning of § 13 BGB, however, this shall only apply if there are more than 4 months between the conclusion of the contract and the provision of the service (fulfillment of the contract by the company).

##### § 7 Invoice and payment

1. In its invoices, the Company shall show separately the value-added tax included therein as well as the charges to be levied under municipal law.

2. The customer must pay for the services booked and/or used by him/her at the end of the hotel stay or at the end of an event in cash or by EC or credit card against the invoice.

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# JAKOBSBERG

## NATURE RESORT

3. If payment on account has been agreed and the invoice is not issued at the end of the hotel stay or at the end of the booked event, the Company shall send the invoice to the Customer with the proviso that the Customer must pay the final amount of the invoice within 10 days of receipt of the invoice and without deduction, even if no payment deadline is specified in the invoice.

### § 8 Default of payment and consequences, offsetting and right of retention

1. The customer shall be in default of payment if he does not pay the remuneration owed by him in accordance with the Company's invoice or does not pay it in full on the agreed payment date. If immediate payment upon completion of the hotel or event service has been agreed, no reminder is required. The same applies in the event of expiry of the payment deadline in accordance with § 6 paragraph 3, unless the customer is a consumer within the meaning of § 13 BGB.

2. In the event of default, the customer shall reimburse the company for reminder costs of € 5.00 for each reminder sent thereafter and pay the company default interest at the statutory rate.

3. The Customer may only offset or exercise a right of retention against claims of the Company with a claim of his own that is not disputed by the Company or has been legally established in favor of the Customer.

### § 9 Cancellation of a booking by the customer

1. The customer is only entitled to cancel or cancel a service agreed with the company ("withdrawal from the contract") if a right of withdrawal has been agreed in an individual contract, possibly with the stipulation of a withdrawal period and associated additional regulations, e.g. regarding compensation to be paid to the company, or if the customer has a statutory right of withdrawal or if the company has expressly agreed to a withdrawal, at least in text form, possibly under conditions set by the company.

2. If a right of withdrawal of the customer with a specific withdrawal period has been agreed in the individual contract, the contractual right of withdrawal shall expire if the customer does not exercise it before the end of the agreed period.

### § 10 Withdrawal by the company

1. If the company has agreed a right of withdrawal with the customer, the company is also entitled to withdraw from the contract as long as the customer is still entitled to withdraw, unless the company, e.g. in the case of requests from third parties for services corresponding to the customer's booking in response to a request to be sent to him by the company in text form to waive his right of withdrawal, declares the waiver within a reasonable period (maximum 3 days from dispatch of the request).

2. The Company shall also be entitled to withdraw from the contract in text form if there is an objectively justified or important reason, in particular if

- circumstances for which the company is not responsible make it make fulfillment of the contract impossible,

- the purpose or occasion of the hotel stay or the event is unlawful,

- the Company has reasonable grounds to assume that the utilization of the agreed services of the agreed services would jeopardize the smooth running of the business, the safety of the guests and/or in the hotel or the reputation of the Company or its hotel in public, without the Company being responsible for this,

- there is a breach of material provisions of these GTC, in particular § 2 paragraph 3, or it becomes known that the customer intends to use the hotel or event rooms booked by him in breach of contract within the meaning of § 4, or

- an advance payment agreed in accordance with § 5 (4) or justifiably demanded by the Company is not made even after the expiry of a reasonable grace period set by the Company.

3. If the Company withdraws from the contract and the withdrawal is justified, the Customer shall have no claims for damages. On the other hand, the Company may demand compensation from the Customer if the withdrawal from the contract is due to one of the reasons stated in paragraph 2 above. In the case of hotel services, the Company may charge for damages incurred in accordance with § 14 paragraph 4, and in the case of event services in accordance with § 16 paragraph 1.1 ff. The Customer reserves the right to prove that the Company has incurred no or only minor damages.

### § 11 Regulations for service defects and service disruptions

1. The Company shall remedy as quickly as possible any defects or faults in its services and/or deliveries as a result of which their suitability for the contractual use or the purpose agreed with the Customer is nullified or significantly reduced or restricted.

2. If the suitability of a service and/or delivery within the meaning of sentence 1 is completely eliminated, the customer shall be completely released from payment of the remuneration owed by him for the service or delivery for as long as the defects or faults exist, i.e. until the suitability of the service or delivery for the agreed purpose or the contractual use is restored by eliminating them. If the suitability of a service or delivery is only partially restricted, the remuneration owed by the customer for the period resulting from sentence

1 shall be reduced to a reasonable level, in the determination of which the scope of the other services and deliveries of the Company shall be taken into account, which are available to the customer without restriction despite the defect or disruption and which can be used by the customer.

3. If the Customer has already paid the remuneration owed by him in one of the cases mentioned in paragraph 2 above, the Company shall be obliged to make a corresponding reimbursement to the Customer to an extent corresponding to the provisions of paragraph 2 above.

4. If the Customer has become aware of defects or disruptions, he must notify the Company immediately in writing and, as far as possible, first notify the hotel manager and/or the reception of the hotel verbally in order to give the Company the opportunity to remedy the situation and to ensure that its services and/or deliveries comply with the contract. The Customer must do what can reasonably be expected of him in this respect and is obliged to minimize any damage and, if there is a risk of exceptionally high damage, to inform the Company of this as well.

### § 12 Liability of the company

1. Unless otherwise provided for in the preceding or following provisions of these GTC, the Company shall only be liable to the Customer in accordance with the following paragraphs, which, however, shall not affect any claims and rights of the Customer arising from injury to life, limb or health or any claims under the Product Liability Act or under a guarantee given by the Company. The Company shall only be liable for the occurrence of a result intended by the Customer if this has been expressly agreed with the Customer. The parties agree that the following liability provisions represent a balanced distribution of risk, taking into account the nature of the services offered.

2. In the event of damage to property and/or financial loss caused by defects or disruptions to hotel and/or event services or by the breach of another material contractual obligation of the Company, i.e. an obligation whose fulfillment is essential for the proper execution of the contract concluded with the Customer and on whose fulfillment the Customer may therefore regularly rely, the Company shall only be liable in the event of intent and gross negligence; moreover, its liability shall be limited to foreseeable damage typical of the contract. The limitations pursuant to sentence 1 shall apply to liability for damages in the event of the absence of the agreed quality of a service or delivery for which the Company is responsible and in the event of culpa in contrahendo.

3. If services or deliveries of third parties are made available to the Customer by and/or through the Company and if this has been agreed (cf. e.g. § 3 paragraph 3) or if the Company has made this clear to the Customer accordingly and clearly, the Company's liability for material defects is excluded. Rather, the Company shall only be liable to the Customer in such a case within the framework of § 831 BGB, i.e. only for the fact that the Company did not exercise the care required in the course of business when selecting the third party and, if the Company has to procure equipment or manage the execution of a service, when procuring or managing it, unless the damage would have occurred even if this care had been exercised.

4. In the event of loss, destruction or damage to items which the customer has brought into the room booked by him in the course of the accommodation and for its duration and/or into the hotel and in particular into the event premises during an event, the company's liability shall also be limited to one hundred times the agreed price for an overnight stay or the room rental for one day of the event, but at least € 600.00 and at most € 3,500.00, and in the case of money, securities and valuables (e.g. jewelry) to a maximum amount of € 800.00.

5. In the event of defects or disruptions to services or deliveries of the Company which are due to circumstances for which the Company is not responsible, the Customer shall not be entitled to compensation. Further and/or other liability claims or rights of the Customer that go beyond the provisions set out in the above paragraphs are excluded, unless further liability of the Company arises on the basis of mandatory statutory provisions.

6. The above limitations or restrictions of liability shall also apply in favor of the legal representatives and vicarious agents of the company if and insofar as claims are asserted directly against them.

### § 13 Limitation of claims of the customer

1. Claims of the customer for damages as well as claims of the customer due to non-performance or defective performance on the part of the company shall become statute-barred within 6 months, unless a longer limitation period applies instead due to mandatory statutory provisions or statutory provisions regulate a shorter period - which then also applies instead.

2. The limitation period shall commence on the day on which the facts giving rise to the claim become known, but in the case of hotel and related services at the latest on the day of departure and in the case of event and related services on the day on which the event ends.

### § 14 Applicable law, place of jurisdiction, written form, severability clause

1. German law shall apply exclusively to the legal assessment of a contract concluded with the company and its execution and/or claims to which the customer is entitled on the basis of the contract and/or its execution.

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# JAKOBSBERG

## NATURE RESORT

2. The place of jurisdiction for all disputes arising directly or indirectly from the contract concluded with a customer is the registered office of the company, provided that the customer is a registered trader or administrator of public-law assets.

3. Paragraphs 1 and 2 also apply if the customer has his place of residence and/or business or company headquarters abroad and/or the booking of hotel or event services is made from abroad.

4. Unless otherwise stipulated in the provisions of these GTC, oral agreements or ancillary agreements are invalid. Amendments or additions to a contract concluded with the Company must be made in writing or at least with the written consent of the Company in order to be valid. This also applies to a waiver of this clause.

5. Should individual provisions of these GTC and/or a contract concluded with a customer be or become invalid or unenforceable in whole or in part, the validity of the remaining provisions and/or the remaining parts of the affected provision(s) of these GTC and/or the contract shall remain unaffected. The invalid or unenforceable provision shall be replaced by the provision that the Customer and the Company would have chosen if they had been aware of the invalidity or unenforceability of the affected provision of these GTC and/or the contract, having properly weighed up the interests of both parties. Should these GTC and/or the contract concluded with a customer contain a loophole that needs to be closed, sentence 2 shall be applied accordingly or mutatis mutandis in order to close the loophole.

## II. Additional provisions for hotel services

### § 15 Provision of hotel rooms, handover and return

1. The customer is not entitled to the provision of certain rooms by the company within the room category booked by him, unless this has been expressly agreed in an individual contract.

2. The rooms booked by the customer shall be available to the customer on the agreed day of arrival from 3 p.m. at the latest.

3. The customer must vacate the hotel room(s) booked by him on the agreed day of departure by 12:00 noon at the latest and return the room key(s) to the hotel reception.

4. If the customer occupies a hotel room booked by him beyond the time of return specified in paragraph 3 and has not previously agreed a continuation of the accommodation with the company, the company shall be entitled to compensation for use, which, if the room is returned by 6 p.m. on the agreed day of departure, shall amount to 50% of the price normally charged by the company for this room in accordance with its price list (see § 5 paragraph 1) and 100% if the room is occupied beyond 6 p.m. on the day of departure. The Customer reserves the right to prove that the Company has incurred no or only minor damage, and conversely the Company may claim the higher damage if it proves that it has incurred greater damage.

### § 16 Additional accommodation services, further liability regulations

1. The Company shall accept wake-up calls at the hotel and shall carry these out with the care customary in the trade. In the event of non-performance or poor performance, however, the customer shall not be entitled to any claims for damages unless his wake-up call order was not executed or not executed properly due to gross negligence or willful misconduct.

2. Messages, mail and/or consignments of goods for the Customer shall be received and handled at the Company's hotel with the care customary in the trade. The Company shall be responsible for the storage and handover to the Customer and, if the Customer has already departed, also for forwarding at the Customer's express request and for a fee. Clause 3 sentence 2 shall apply accordingly.

4. If the customer is provided with a parking space in the hotel garage or in a hotel parking lot for a vehicle brought by him free of charge or for a fee, this shall not constitute a safekeeping contract unless otherwise agreed with the customer in an individual contract and including insurance for the vehicle. Under no circumstances shall the Company be obliged to monitor the Customer's vehicle parked there, and the Company shall only be liable for damage to the vehicle and for the loss of or damage to items left in the Customer's vehicle in accordance with the provisions set out in § 11 of these General Terms and Conditions, which shall apply accordingly.

## III. Additional provisions for event services

### § 17 Compensation in the event of withdrawal or changes (number of participants or times)

1. If a right of withdrawal has been agreed in such a way that the customer has to pay the company compensation for the loss of food and beverage sales as a result of the withdrawal if this right is exercised outside the contractually agreed deadlines, this shall be calculated in accordance with the following paragraphs 1.1 to 1.4, with the proviso that the customer reserves the right to prove that the company has incurred lower damages and the company reserves the right to prove that it has incurred higher damages.

1.1 The calculation of the loss of revenue "meals" shall be based on the amount which, excluding the VAT included therein, corresponds to the total price agreed for meals or, if only a price per participant has been agreed, is calculated from the formula "menu price banquet per person multiplied by the number of participants specified by the customer". If no menu price banquet (total or per person) was agreed at the time of the declaration of withdrawal, the aforementioned formula shall be based on the price for the cheapest 3-course menu that the company offers or has offered at the time of the conclusion of the contract.

1.2 The calculation of the lost turnover for "drinks" shall be based on a proportion of 30% of the amount resulting in accordance with paragraph 1.1, in line with general experience.

1.3 If a "conference flat rate" has been agreed for food and beverages, the (net) amount adjusted for VAT shall be used as the basis for calculating the lost revenue for "food and beverages".

1.4 Unless otherwise agreed in individual contracts, the compensation to be paid by the customer shall amount to 80% of the respective calculation basis determined in accordance with paragraphs 1.1 - 1.3.

2. In the event that the actual number of participants does not correspond to the contractually agreed number of participants, i.e. the number of participants stated by the customer upon conclusion of the contract, i.e. is higher or lower, or there is a change in the (event) times, i.e. the start and/or end of the event, the provisions of the following paragraphs 2.1 - 2.5 shall apply.

2.1 If the number of participants is greater than that specified by the customer, the amount shall be charged for each additional participant which, if a price per participant has been agreed, corresponds to this price and, if a total price has been agreed, corresponds to the price resulting from the formula "total price divided by the specified number of participants".

2.2 In the event of a reduction in the stated number of participants, if the actual number of participants is up to 5% lower than the number stated by the customer, invoicing shall be based on the actual number of participants and, if the actual number of participants is more than 5% lower than the number stated by the customer, on the stated number of participants, but reduced by 5%.

2.3 If the actual number of participants is more than 10% lower than the number stated by the Customer, the Company shall be entitled to replace the agreed event rooms with smaller hotel rooms that are suitable for the event, provided this is reasonable for the Customer with regard to the intended event and its implementation.

2.4 If the planned number of participants is only stated as an "approximate number", a deviation (reduction) in the actual number of participants of up to 5% shall also be disregarded. Otherwise, paragraphs 2.2 and 2.4 shall apply accordingly or mutatis mutandis.

2.5 If the Customer changes the agreed times for the start and/or end of the event without the prior consent of the Company, the Company shall be entitled to charge reasonable compensation for the additional readiness to perform required.

### § 18 Special obligations of the Client

1. The Customer and the participants or visitors to his event are not permitted to **bring food and drink** unless the Company has given its prior consent, at least in text form. The Company is not obliged to give its consent. It may make the granting of consent dependent on the prior payment of compensation, the amount of which is at the discretion of the Company to be exercised in accordance with its duties.

2. The provisions of the following paragraphs 2.1 - 2.5 apply to **the use of electrical and other technical equipment**.

2.1 The customer is only permitted to use his own electrical and other technical equipment, the operation of which requires the use of electricity and other line networks (including WLAN) located in the hotel building, if the company has given its consent, at least in text form. The Company is not obliged to grant consent and may also make the granting of consent dependent on the fact that, if it has corresponding systems that are equally suitable for use by the Customer and has offered the Customer their use in return for remuneration, the Customer shall pay it compensation for the lost revenue in the amount of 30% of the remuneration offered.

2.2 If the customer uses technical equipment and/or devices provided by the hotel to the company, he must operate them properly and professionally, handle them with care and treat them with respect and return them at the end of the event in full and in the condition in which he received them from the hotel to the company. The customer must compensate for any loss, destruction or damage to these items if they occurred during the event and thus while in the customer's care.

2.3 If the Company or the Company's hotel is to procure technical systems or equipment or other third-party facilities for the Customer and at the Customer's instigation, this shall be done exclusively in the name and for the account of the Customer. Furthermore, in this case paragraph 2.2 shall apply accordingly or mutatis mutandis with the proviso that the Customer shall indemnify or hold the Company harmless against all claims asserted against the Company by a third party arising from the procurement of such equipment etc. and its provision to the Customer, for whatever reason.

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# JAKOBSBERG

## NATURE RESORT

2.4. If the Customer uses technical equipment in accordance with Paragraphs 2.1 - 2.3 for its event, the Customer shall pay the Company an appropriate lump sum for the costs arising from the associated energy consumption, the amount of which shall be determined by the Company at its discretion and invoiced to the Customer. In addition, the Customer shall compensate the Company for any damage caused to the Company by the use of its own technical equipment and/or the technical equipment procured for it in accordance with paragraph 2.3, etc., which causes disruption or damage to the line networks (including WLAN) and/or other equipment of the hotel, unless the Company or the Company's hotel is responsible for the disruption or damage itself.

2.5 If the customer wishes to use his own telephone, fax and other communication equipment or equipment procured for him in accordance with paragraph 2.3, this requires the prior consent of the Company, at least in text form, which may make the granting of such consent dependent on an advance payment of any connection fees incurred.

3. **Exhibition, equipment and/or other items, including personal items**, brought along by the Customer and his guests and visitors on the occasion of the event shall be in his or their sole care and risk within the event premises. They must be removed from the event rooms and other rooms of the hotel immediately at the end of the event and may not be left there or in other publicly accessible areas of the hotel, even temporarily. Otherwise, the Company shall be entitled to remove and store them at the expense and risk of the Customer. The same shall apply if objects belonging to the Customer and/or its guests or visitors remain in the event premises after the end of the event and are not immediately removed by the Customer despite being notified accordingly.

4. **Decoration material** brought into the hotel building by the customer and his guests and visitors must comply with the fire police requirements. The customer must inform his guests and visitors of this in good time before the event and at least in text form. The Company shall be entitled to demand that the Customer and its guests and visitors provide proof that the decorative material they have brought with them complies with fire safety requirements, and otherwise to prohibit and prevent them from bringing decorative material into the hotel building. The installation or attachment of decorative and/or similar material in the event rooms must be agreed with the Company in advance.

5. The customer may only use **external security services** outside and inside the hotel building if he has received the company's consent, which must be given at least in text form.

6. The customer must ensure that any **waste** resulting from his event is disposed of in accordance with the regulations, i.e. also in accordance with the relevant statutory provisions on the separation and other treatment of waste. If the Customer leaves behind waste contrary to sentence 1, the Company shall be entitled to carry out or have carried out the proper disposal and any associated special cleaning of the event rooms provided at the expense of the Customer and to invoice the Customer for the resulting costs. 7.

7. In justified cases, the Company may require the Customer to provide appropriate security for the fulfillment of the aforementioned obligations.

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Status December 2025