

Cancellation policy Das FRITZ Hotel Schwerin

Valid for reservations/confirmations from January 1, 2017

Cancellation conditions for single guests

(for reservations from 1 to 4 rooms)

A) Cancellations of hotel rooms

When cancelling individual hotel rooms, this has to be done in writing. The following cancellation fees will be charged:

Cancellations made 30 days or more days prior to the date of arrival will incur a 30% charge.

Cancellations made 14 days prior to the date of arrival will incur a 50% charge.

Cancellations made less than 4 days prior to the date of arrival will incur a 90% charge.

In default of appearance or in the case of cancellation on the day of arrival 100 per cent of the price agreed upon.

Cancellation conditions for seminars and groups

(for reservations from 5 rooms)

A) Cancellations of hotel rooms

Cancellation in writing of individual or of all the rooms and lecture rooms not later than on the 31st day before the event will be free of charge.

In the case of a reservation of 5 rooms or more, cancellation of 1 room from the 30th to the 14th day before the event will be free of charge.

In the case of later cancellations when rooms cannot be let to other guests, the costs for accommodation agreed upon will be charged to the customer less 20 per cent of saved expenses and less the costs of breakfast. In the case of default of appearance or of cancellation on the day of arrival 100 per cent of the travel price agreed upon will be invoiced.

Within the limits of the hotel's obligation to minimize damage to the customer, the hotel will endeavour to let the rooms not used by the customer to other clients, so that, if possible, the customer will not have to bear the cancellation costs.

The place of jurisdiction agreed upon for all disputes that may arise from either fulfilment or non-fulfilment of the accommodation contract is the Schwerin district court (Amtsgericht).

Cancellations have to be supported by evidence and therefore **require written form**. They also require confirmation by the hotel. Cancellations which are not in writing are invalid and will not be accepted.