



General Terms of Business

Dear event organiser, Dear guest,

Our aim is to make your stay as enjoyable as possible.

This also includes ensuring that you know which services we provide, what our responsibilities are and what obligations you have towards us.

1. The contract is concluded as soon as the room(s) is/are ordered and confirmed or, if confirmation is not possible due to time constraints, provided. Verbal agreements shall only have any legal standing if they have been confirmed in writing by Liberty Betriebsgesellschaft mbH & Co. KG, hereinafter referred to as Hotel Liberty.
2. Optional dates are binding on both parties. Hotel Liberty reserves the right to allocate the reserved conference rooms / bedrooms elsewhere once the optional dates have passed.
3. Where multiple persons register, and in particular groups, the list of participants must, in the general interests of everyone concerned, be provided to the hotel 21 days before their arrival.
4. If the content of the reservation confirmation differs from the content of the registration, the differing content of the confirmation will become binding on both parties if the guest does not cancel in writing within 10 days.
5. Reserved conference rooms will only be made available to the service user at and for the time agreed in writing. Any use of the rooms beyond the agreed period requires prior arrangement with Hotel Liberty. Reserved hotel rooms are available to guests from 3 p.m. on the day of arrival until 12 p.m. on the day of departure.
If no arrival time has been expressly agreed, Hotel Liberty reserves the right to allocate ordered hotel rooms elsewhere after 6 p.m.
6. Guests departing early are requested to notify reception of this by no later than 8 p.m. on the day before their departure. Where guests are departing up until 6 p.m., half of the room price will be charged. For departures after 6 p.m., the full room price will be charged.
7. The services that are contractually agreed are listed in the information in the conferences brochure and the reservation confirmation relating to this.
8. No refunds will be given for services that are ordered but not used.
9. The prices quoted are fully inclusive of service tax and sales tax (VAT).
10. If the period between the conclusion of the agreement and the provision of the service exceeds six months, the hotel reserves the right to make price changes.
11. If, following conclusion of the agreement, the rate of statutory VAT changes, the agreed price will change accordingly.
12. Where reserved rooms and arrangements are rebooked or cancelled, the following cancellation fees will be charged: Free cancellation for the entire event up to 6 weeks before its scheduled date. Free cancellation for individual participants up to 24 hours before the scheduled date. Where the notification period is shorter, the cancellation fee will be 80% of the agreed price. If the rooms can be re-hired, there will be no charge.
13. The event organiser / ordering party shall be responsible for paying for any additional food or drinks ordered by the event participants.
14. Problems with the technical or other installations provided will be resolved immediately wherever possible. Any retention or reduction of payments, however, cannot be made.

15. Our invoices are payable within 10 days from the date of the invoice without deductions and plus any banking fees. Credit cards cannot be accepted.
16. The right to make corrections of mistakes, printing or calculation errors, remains reserved.
17. The invalidity of individual clauses of this agreement or these conditions shall not affect the effectiveness of the remaining agreements.
18. For all disputes arising from this agreement and its fulfilment, district court 77654 Offenburg shall be agreed as the responsible court where legally permissible.
19. Last updated 12/2017 - This version is rendered invalid with the publication of any new version