

General Terms and Conditions (GTC)

Preface

Bed-and-breakfast-hannover.de and *privat-zimmer-hannover.de* from Gisela Behr-Hesse & Gerd Hesse offer accommodation in Hannover under the following conditions.

The General Terms and Conditions (GTC) are freely retrievable on the Internet under *bed-and-breakfast-hannover.de* and *privat-zimmer-hannover.de* at any time. By booking an accommodation offer, the client agrees to these conditions.

Data Protection

Personal data given by a prospective client is stored and deleted no later than the end of a reservation period. (Note: According to § 28, Part 1 BDSG). For the purpose of processing an inquiry, reservation or registration the prospective client gives his approval with his booking enquiry in *bed-and-breakfast-hannover.de* or *privat-zimmer-hannover.de* (§ 3 TSDPA) of the use of data and if necessary, further mediation of such data to third parties.

Response to reservation inquiries

Response to reservation inquiries is primarily by e-mail.
All reservation inquiries are normally dealt with within 24 hours.

Payment

The room rate is to be paid as a prepayment by the tenant by the date set by *Bed-and-breakfast-hannover.de*, normally 14 days before arrival.

Cancellations

The contract shall be constituted by offer and acceptance between a tenant and *bed-and-breakfast-hannover.de* or *privat-zimmer-hannover.de*.

In case of cancellation of contractual agreements, the tenant is liable to substitute *bed-and-breakfast-hannover.de* respectively *privat-zimmer-hannover.de* with compensation.

The following cancellation fees are considered as valid:

Up to 14 days before arrival date: no cancellation fee,
from 13 to 8 days before arrival date: 30%,
from 7 to 1 days before arrival date: 50%,
on the arrival date: 80% of the whole reservation value.

Official fairs (as published under www.messe.de) are excluded from this rule. In this case the following cancellation fees are valid:

From 30 up to 14 days before arrival date: 20%,
from 13 to 2 days before arrival date: 80%,
less than 2 days prior to arrival date: 95% of the whole reservation value.

If the room/rooms can be otherwise rented to substitute, the cancellation fee is waived.

Liability

Bed-and-breakfast-hannover.de and *privat-zimmer-hannover.de* is not liable for damage or theft.

Validity

In the case that individual provisions contained within the General terms and conditions shall be ore shall become invalid this shall be without prejudice to the validity of the remaining provisions herein contained. The parties shall commit to replacing such an invalid provision with a valid provision that would as closely as possible reflect the same financial result that both parties would have agreed on, had they known about the invalidity of the original provision.