

Terms and Conditions



1. SCOPE

These General Terms and Conditions apply to all guest accommodation contracts concluded between Boardinghouse Rosenstrasse GbR as the managing company of Boardinghouse Rosenstrasse GbR in Germany and third parties (guests).

2. RESERVATIONS

The acceptance of a reservation made by a guest constitutes the agreement of an accommodation contract. This agreement, comprising the reservation of rooms, is binding to both parties to the contract. The hotel reserves the right to re-let reserved rooms following expiry of the reservation period. The hotel will provide guests with a binding booking or reservation number and, upon request, a written booking confirmation. Restrictions as minimum length of stay, deposit and other conditions may apply to specific dates.

Once a room has been booked, it must not be resold, sublet and/ or passed on. In particular, rooms and/ or room quotas must not be passed on to third parties at prices above the actual room prices. Neither does Boardinghouse Rosenstrasse One give any permission for the transfer or sale of the claim towards Boardinghouse Rosenstrasse. If such instances occur, Boardinghouse Rosenstrasse shall be entitled to cancel the booking, especially if the guest who has effected the transfer or sale has given the third party false details about the type of booking or about the payment. Moreover, Boardinghouse Rosenstrasse expressly does not permit the hotel room to be used for any purposes other than accommodation.

3. GUARANTEED RESERVATIONS, CANCELLATION PERIODS

Bookings can be changed until 14 days prior to your arrival via your booking platform (e.g. Booking.com). If you booked your apartment directly via email or phone, simply contact us again and based on the conditions we will make the arrangements.

If you have booked you apartment based on the Standard Rate, cancellations are always available until 15 days prior to arrival. Early Booker Rates do not include a cancellation option. For any kind of cancellation request in this pricing rate, along with direct bookings, please contact us for further information and possible arrangements. Bookings on the same day as arrival day cannot be cancelled.

4. ADVANCE PAYMENT OF ROOM CHARGE

Your credit card information will be examined upon booking, acting as security measures. The guests have to let us know in advance how they prefer the payment to be made. In case we don't hear from them afterwards, their credit card will be charged.

5. VALUE-ADDED TAX

Applicable rates are total gross rates including all taxes, fees and other charges. In case of changes of tax or fee rates as well as the charge of new or additional taxes and fees – that are unknown to the parties at this time – Boardinghouse Rosenstrasse GbR reserves the right to adjust the named rates and prices accordingly.

6. MEANS OF PAYMENT/ PROVISION OF SERVICES ON CREDIT

The hotel accepts payments in cash (local currency only) by EC or credit card (Visa, MasterCard, Diners and American Express). The Hotel does not provide any services on credit.

7. OCCUPANCY TIMES FOR RESERVED ROOMS

Guests may occupy their rooms from 15:00 hrs on the day of arrival until 11:00 hrs on the day of departure.

8. Damage

Boardinghouse Rosenstrasse reserves the right and you hereby authorize them to charge your credit or debit card for any damage incurred to your room or the Hotel during your stay (including without limitation specialist cleaning) or for any items that are missing when you leave.

In the case of damage Boardinghouse Rosenstrasse is obligated to provide the booker with an invoice and a report from a relevant specialist.

9. LIABILITY OF BOARDINGHOUSE ROSENSTRASSE

Boardinghouse Rosenstrasse accepts liability for any injury to life, limb or health where this is within its own responsibility. Furthermore, Boardinghouse Rosenstrasse also accepts liability for other damage, caused by violations of contractually typical duties where such breaches have been committed by Boardinghouse Rosenstrasse either wilfully or through gross negligence. Violations of duties by Boardinghouse Rosenstrasse include those committed by its legal representatives, employees or agents. Unless otherwise specified in these GTCs, Boardinghouse Rosenstrasse does not accept any further-reaching damage claims.

In the event of faults or defects in the performance of Boardinghouse Rosenstrasse, Boardinghouse Rosenstrasse shall remedy the relevant situation upon receiving an immediate complaint from guests. The guest shall do everything that can be reasonably expected to help remove the fault and to keep potential damage as low as possible. Also, the guest shall report to Boardinghouse Rosenstrasse in good time any potential circumstance that may lead to exceptionally high damage.

If the guest is given a parking slot in the hotel garage or hotel car park, whether for free or against a charge, then this shall not constitute a safekeeping agreement. Boardinghouse Rosenstrasse is under no obligation to provide surveillance. Boardinghouse Rosenstrasse is liable for all damage specified under the provisions of paragraph 1. The guests must report damage without delay and must report any apparent damage before leaving the parking facility. Boardinghouse Rosenstrasse accepts no liability for damage caused by other tenants or by any other third parties.

10. NON-SMOKING INSIDE THE HOTEL

Boardinghouse Rosenstrasse is a non-smoking hotel. Smoking in both the hotel's public areas as well as guest rooms is therefore prohibited. The hotel shall be entitled to demand that guests reimburse any associated special cleaning costs, as well as loss of earnings arising from an inability to re-let a room, in the event of non-compliance. The hotel hereby expressly reserves the right to deduct these costs to the amount of at least EUR 750.00 from a guest's credit card deposited for security.

11. PETS

Pets are not allowed the Boardinghouse Rosenstrasse.

12. GROUP RESERVATIONS

Reservations multiple rooms must be guaranteed by advance payment. In this respect, the cancellation/changing terms still apply.

13. FINAL PROVISIONS

Changes and amendments to the agreements or to the general terms and conditions must be made with facsimile or electronic signature. Any unilateral changes or amendments by the guest are ineffective.

Boardinghouse Rosenstrasse GbR | Rosenstrasse 7 | D – 20095 Hamburg

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