

Conditions of contract

- 01 The Firma Interface acts only as an agent between the respective hotel and the guest with regard to the reservation of rooms
- 02 The agency contract is formed when confirmation for the reservation is dispatched to the customer, unless the guest files an objection within 10 days. In the case of short-term reservations the objection period does not apply and cancellation charges will be made as stated under fig. 6
- 03 Any alteration to the booking must be made in writing and must be addressed to the Agentur Interface.
- 04 Changes in prices on the part of the operator will be made known to the customer at least 4 months before they become effective.
- 05 The invoice must be paid to the Interface Congress GmbH & Co. KG at the latest by the date stated in the confirmation of booking
- 06 The guest has the right to cancel the travel arrangements at any time before the start of travel. Receipt of advice of cancellation is essential. We recommend cancelling in writing. Our flat-rate cancellation charges are generally as follows:

up to 60 days before start of travel 15% of invoice amount
up to 42 days before start of travel 25% of invoice amount
up to 30 days before start of travel 40% of invoice amount
up to 14 days before start of travel 60% of invoice amount
up to 7 days before start of travel 80% of invoice amount
less than 7 days before start of travel 95% of invoice amount

This also applies if the booking remains unavailed without advice of cancellation (no-show fee).
- 07 **A charge of 16,- € will be made for changes in reservations or names up to 22 days before start of travel. A change in reservations as of the 21st day before start of travel is treated as a cancellation and re-booking (in accordance with fig.6). If Interface GmbH & Co. KG accepts changes in name, a charge is made of 16,- € per person.**
- 08 The Interface GmbH & Co. KG is responsible for correct hotel reservation in accordance with the confirmation of booking. With regard to guarantee claims, the guest has the rights laid out in the law governing travel contracts (§§ 651 1a ff.BGB-German civil code), which applies analogously to this contract relationship. The liability for damages out of these contract is limited to a total of three times the price of accommodation, inasmuch as the damages incurred by the guest were neither wilful nor through gross negligence on the part of Interface Congress GmbH. The restriction of liability to three times the price of the accommodation also applies in cases where Agentur Interface GmbH & Co. KG alone is responsible for damages incurred by a guest due to faults on the part of the operator.
- 09 All additional agreements must be in writing. German law is recognised by all parties to the contract.
- 10 The legal venue for registered traders and for legal action against Agentur Interface GmbH & Co. KG is the Local or Regional Court with jurisdiction for the place of domicile of Agentur Interface GmbH & Co. KG