

## General Terms and Conditions

The Scout and Guide Castle Rieneck (henceforth referred to as *Castle Rieneck* or *Castle*) is a youth guest house: that means a difference in price and in service levels to a hotel. Therefore it is essential that the guests (henceforth referred to as the *contracting partner*) do their part, particularly in making beds, laying and clearing the tables, taking out their rubbish, and doing a 'pre-clean' of corridors, bed- and day rooms.

### *Booking, Prices, Payment:*

It is only possible to stay at Castle Rieneck at full board. The price includes accommodation in dormitories (4-8 beds), small rooms for leaders, 3 meals, sole use of a day-room. Further services can be agreed. Three part bed clothes (i.e. sheet, duvet cover, pillow case) must be used. These can be hired from the Castle. Sleeping bags (including DJH/ German YHA bags) are not allowed. Those who do not comply with this must pay the cost of cleaning pillows, duvets and mattress covers!

We can only accept fully completed group booking forms. Bookings will be deemed to be binding when a copy of the booking form, with a note of confirmation, is returned from us to you.

Groups must state which pricing band they fall into, be able to prove their eligibility for it, and do so in case of doubt. We reserve the right to move a group into another price band if they do not meet, or cannot prove that they meet, the criteria, for the band they have applied for. Children under the age of three, who are staying for free, have no right to their own bed. They can be accommodated on, for example, a mattress or a cot supplied by the guest.

### *Family discount:*

Children under 18 from the same family taking part in the same event at the castle (not on the campsite) can apply for a 'sibling discount' on the charge for full board (only!). This will only be granted if documentation can be produced to prove the family connection. The discount will be granted for the number of days that the siblings are spending at the castle at the same time.

The oldest child pays the full price, subsequent siblings pay half price pertaining to his/her agegroup.

A **list of participants**, with their ages, must be given in to the Castle Office (on the provided form) by the day of arrival at the latest. If the number of actual participants declines slightly (i.e. by no more than 10%), there will be no cancellation charge, as long as it is reported immediately. It is categorically impossible to revise the booked group numbers downwards after the event.

Any significant alteration to the number of persons, or any other change must be agreed in writing, as must any special services. If it has been specifically agreed that a group will have sole use of the Castle, 100% of the full-board charge must be paid for at least 120 persons (plus the room surcharge), also in cases where the actual number of participants is even slightly less.

If the castle is to be occupied for a longer period of time, or in the case of overseas bookings, we reserve the right to request that a reasonable proportion of the bill be paid in advance.

Bills fall due at the end of the period of stay and should be settled in full before departure. Payment should be made in cash or by debit card. The Castle does not accept credit cards.

### *Cancellations, Underoccupation*

Cancellations of confirmed bookings carry a EUR 50.00 cancellation fee. If places cannot be filled, and if the group has declined, we make the following additional charges if the period between cancellation/ reduction of group and the first day's stay is less than

180 days =	50% of the agreed price per day (if <b>more than 60 beds</b> have been booked)
90 days =	50% of the agreed price per day
60 days =	60% of the agreed price per day
7 days =	80% of the agreed price per day

**No shows or last minute cancellations on the day of arrival will be fully charged.**

### *Caution:*

The castle is authorized to ensure on arrival that an adequate caution is in place to settle any fines or outstanding invoices.

### *Catering:*

All prices are for full board. Compensation for missed mealtimes is **not possible**. However, if it is arranged in good time, a packed lunch can be provided as a replacement for a meal not taken, for example on a day out.

Groups are not allowed to bring their own food. Any exceptions must be agreed in advance. We reserve the right to charge in the event of unpermitted use of our cutlery and crockery, and for the removal of rubbish.

### *Programme:*

All the activities supervised by the Castle staff are to be seen as 'helping you help yourself'. That means that the assistance of the group's leader is always required! The offers are voluntary services and no legal right to them is implied.

#### *Transfer of Luggage:*

The Castle offers its guests a luggage transfer service, from a stopping place in the village to the Castle grounds. The group itself is responsible for loading and unloading luggage for transport by Burg staff. We accept responsibility for damage only if it is caused by the malicious or grossly negligent conduct of Castle staff.

The transfer takes place on an open vehicle. Therefore, sensitive or breakable objects such as musical instruments, video equipment, televisions, cameras, telephones, stereos etc cannot be transported.

#### *Car parks:*

Parking space at the castle is restricted. In order to enable all guests to park at least one vehicle near the castle, parking permits are given out for the upper car-park, which must be returned upon departure. If they are not returned a charge of EUR 10 per permit will be added to the final invoice. The contracting partner agrees to abide by the car park regulations and to be responsible for adhering to them. Whoever does not abide by the car park regulations and hinders others, can be towed away. Should the owner of the vehicle refuse to pay, the contracting partner is responsible for the payment. The castle reserves a right to charge a fine of EUR 100 to any group which infringes these regulations and to add this fine to the final invoice. A caution will only be returned in full, when during the week no hindrance was caused and all parking permits returned.

#### *Departure, Damages:*

On the day of departure, bedrooms must be cleared by 10.00 AM. Day rooms (as arranged) must be tidied and swept clean and left in perfect condition. If this is not done and Castle staff have to make up the work, the group will be charged according to the hours worked and materials used. It will however be a minimum of EUR 25.00. If member of a group smokes inside the castle contrary to the rules a penalty fine of EUR 100 per room will be added to the final invoice as a matter of principle.

We aim to go over the rooms with the leaders at a time to be arranged after 10:00 AM, so that any problems can be dealt with on the spot. If the group departs before this, any costs for damage caused will be calculated later.

The group leader or tour organiser is responsible for any damages to furnishings, buildings or grounds which are caused by the group. In cases where the damage cannot be directly financially calculated, a damage report will be made which the group leader accepts by signing. As a matter of principle, bills for damages are to be settled before departure. No credit! Sorting out which member of the group ultimately pays, or any insurance claims, are not the Castle's problem!

No pets (i.e. dogs, cats etc).

#### *CCTV surveillance:*

For the protection and security of persons and property CCTV cameras are installed in some areas of the castle. Pictures from which are recorded and saved for a number of days.

In the case of an offence or if the conduct of a group or a report thereof permits the conclusion that the safety or security of property or persons has been threatened, the recordings can be consulted, in order to identify the perpetrators, victims or witnesses, in addition, to determining the respective circumstances.

Web camera in the courtyard: Every two minute a picture of the courtyard is actualized on the castle website. Whoever views their personal rights infringed by this, can communicate this to the Castle management, who will turn the camera off for the duration of their stay.

In cases of gross breach of the House Rules or the General Terms and Conditions, guests can be expelled from the castle. In such a case, the castle retains its right to payment for any services already booked and not used.

**By signing the accommodation contract the General Terms and Conditions and the House Rules (House Information) are accepted as binding.**

We reserve the right to alter our prices.

Contract to be fulfilled in Rieneck. Any ensuing legal action to be settled in the court in Gemünden/Main.

10.12.2020