



CHIEMGAUHOF
LAKESIDE RETREAT

General Terms and Conditions of CGH GmbH & Co. KG for Accommodation Contracts

Status: 01/2026

Dear Guest

If you book accommodation or other services described below with us, these General Terms and Conditions shall become part of the contractual relationship between you and us, CGH GmbH & Co. KG (hereinafter referred to as the "Hotel"). Please read these terms carefully.

§ 1 Scope of Application

(1) These General Terms and Conditions (GTC) apply to all contracts between CGH GmbH & Co. KG (hereinafter referred to as the "Hotel") and the customer concerning the provision of services related to accommodation, guest lodging, hotel and hotel room contracts, in particular the provision or rental of hotel rooms for accommodation (hereinafter uniformly referred to as the "Accommodation Contract").

(2) The Hotel's GTC apply exclusively. Deviating, conflicting or supplementary terms and conditions of the customer shall only become part of the contract if and insofar as the Hotel has expressly agreed to their validity in text form. This requirement of consent shall apply in all cases, for example even if the Hotel performs services without reservation in the knowledge of the customer's GTC.

(3) Subletting or re-letting the provided rooms, areas or exhibition spaces, as well as conducting interviews, sales events or similar events or public invitations thereto require the prior written consent of the Hotel in text form. § 540 (1) sentence 2 BGB shall be waived insofar as the customer is not a consumer.

§§2 Conclusion of Contract, Services of the Hotel, Limitation Period

(1) A contract between the Hotel and the customer is concluded only when the Hotel accepts the customer's request to conclude an accommodation contract. Acceptance by the Hotel may be made without any specific form; usually the request is accepted in text form by means of a booking confirmation.

(2) Non-binding reservations of hotel rooms or other services are only possible within the framework of explicit agreements between the Hotel and the customer in text or written form. If the customer wishes to convert a non-binding reservation into a binding booking, the conclusion of an accommodation contract requires renewed acceptance of the request by the Hotel in accordance with §1 of these GTC.

(3) The Hotel is obliged to make the booked hotel rooms available to the customer and to provide the agreed services. Information in brochures, on the website and other service descriptions or property descriptions, especially on internet platforms or in travel or hotel guides, only become part of the contract if their content has been expressly agreed between the Hotel and the customer.

(3a) Due to the immediate location of the hotel in a natural lakeside and landscape environment, seasonal or natural influences such as insects, pollen, algae or other natural phenomena may occur. These do not constitute a defect in the hotel's services.

(4) Accommodation of animals of any kind is only permitted if expressly agreed in text or written form. In such cases, the customer must truthfully state the type and size of the animal. The guest shall be liable for any damage or extraordinary cleaning caused by the animal.

(5) All claims against the Hotel shall generally become time-barred after one year from the statutory commencement of the limitation period. This does not apply to claims for damages or other claims arising from intentional or grossly negligent breach of duty by the Hotel.



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§3 Prices and Payment Terms

(1) The customer is obliged to pay the agreed prices for the services of the Hotel, in particular the booked hotel rooms, as well as services provided by third parties that are commissioned by the customer directly or via the Hotel and whose costs are advanced by the Hotel. The same applies to fees for services with consumption-based billing (e.g. telephone, internet) or optional/additional services identified as chargeable.

(2) The agreed prices are final prices and include the taxes applicable at the time of contract conclusion (in particular VAT) and other charges. Not included are charges that are owed by the customer according to legal regulations, such as visitor's tax. The Hotel is entitled to adjust prices if taxes or local charges change after contract conclusion.

(3) After the contract has been concluded, the Hotel may make its consent to a requested reduction in the scope of booked rooms or services dependent on an increase in the price of the remaining services.

(4) If payment by invoice is agreed, the invoice amount is due within 14 days after receipt without deduction. From the due date, the Hotel may demand immediate payment. In case of default, statutory default interest shall apply.

(5) The customer may only offset claims that are undisputed or legally binding.

(6) The Hotel reserves the right to require an appropriate advance payment or security deposit as a condition for concluding the contract.

(7) The customer agrees that the invoice may be transmitted electronically.

§4 Cancellation, Withdrawal by the Customer or the Hotel, No-Show

(1) A contractual right of withdrawal for the customer exists only if explicitly agreed in writing or text form.

(2) If no right of withdrawal exists or the withdrawal is not carried out on time, the Hotel remains entitled to the agreed price even if the services are not used.

(3) Unless otherwise agreed, the following cancellation conditions apply for bookings of up to four rooms:
- Free cancellation up to 7 days before arrival
- Within the last 7 days before arrival or in case of no-show: 90% of the total arrangement price (or 80% if third-party services are included).

For group bookings of five rooms or more:

- Up to 120 days before arrival: 100% free cancellation
- Up to 90 days before arrival: 50% free cancellation
- Less than 30 days before arrival: 10% free cancellation

(4) If the customer has been granted a right of free cancellation within a certain period, the Hotel may request confirmation whether the booking should remain binding.

(5) The Hotel may withdraw from the contract if an agreed advance payment or security deposit is not made even after a reasonable grace period.

(6) The Hotel may also withdraw for good cause, particularly if:

- force majeure or circumstances beyond the Hotel's control prevent contract fulfillment,
- the purpose of the stay violates legal regulations,
- rooms are used by persons not named in the booking,
- misleading or false information was provided when booking,
- the use of the services may jeopardize the smooth operation, safety or reputation of the Hotel.

(7) In the event of justified withdrawal by the Hotel, the customer shall not be entitled to compensation.

§5 Provision, Handover and Return of Hotel Rooms

- (1) The customer is only entitled to rooms of the booked category.
- (2) Rooms are available from 3:00 PM on the day of arrival.
- (3) On departure, rooms must be vacated by 12:00 noon. Late check-out may incur additional charges.

§6 Liability of the Hotel

- (1) Claims for damages by the customer are excluded except in cases of injury to life, body or health or essential contractual obligations.
- (2) For breaches of essential contractual obligations caused by simple negligence, the Hotel shall only be liable for foreseeable damages typical for the contract.
- (3) These limitations also apply to the Hotel's legal representatives and agents.
- (4) In case of disturbances or defects, the customer must inform the Hotel immediately.
- (5) The Hotel is not liable for services provided by third parties arranged by the Hotel.
- (5a) The use of outdoor facilities, especially the pier, bathing areas, pool areas, terraces and other outdoor spaces is at the guest's own risk. Weather or natural conditions may limit their usability.
- (6) For items brought into the Hotel, liability follows statutory provisions. Safes are available in rooms and at reception.
- (7) Providing a parking space does not constitute a safekeeping contract.
- (8) Wake-up calls, messages, post and deliveries are handled with due care but without liability beyond statutory limits.

§7 Data Protection

- (1) The data protection provisions can be found at:
[Privacy Policy | Chiemgauhof Lakeside Retreat](#)

§8 Final Provisions

- (1) Amendments and supplements to the contract should be made in text or written form.
- (2) German law applies, excluding the UN Convention on Contracts for the International Sale of Goods.
- (3) If the customer is a merchant or legal entity under public law, the place of jurisdiction shall be the registered office of the Hotel.
- (4) Should individual provisions be invalid, the validity of the remaining provisions shall remain unaffected.