



SCHLÖSSCHEN HILDENBRANDSECK
chambres d'hôtes · bed & breakfast

TERMS AND CONDITIONS

Dear Guest,

Your room is normally ready for you at 3 p. m. on your arrival day, and you may keep it until 12.00 on your departure day. We ask you to please let us know your approximate time of arrival.

We especially would like you to pay attention to our **cancellation policy**:

Both parties are entitled to withdraw from the accommodation contract **free of charge** up to **28 calendar days before the agreed arrival date** without giving reasons. **When cancelling later**, we will charge you for **80%** of the costs. Simply not showing up on your booked arrival day means that we will charge you 100% of the costs of your stay. Should you choose to shorten your stay with us, we have the right to charge you 80% of the costs. Should we be able to give the room to another guest on short notice, the cancellation costs will not be applied. To avoid all inconveniences, we recommend that you take out a travel insurance.

You can settle your payment before departure, either with a German giro-card or cash or - if not available - with a VISA or MASTER credit card. If you are staying for a longer period of time or booking more than one room, we will take out a deposit of 50%. Any deposit already paid will be refunded immediately in the event of timely withdrawal.

Smoking is prohibited at Schlässchen Hildenbrandseck. We ask you to smoke only in the outside areas in the courtyard and garden.

We can unfortunately **not accommodate pets**.

With your **booking confirmation** and **binding booking**, you are agreeing to our terms and conditions.

Thank you for your understanding,

Neustadt, January 2026

The von Oettingen Family