

## **Standard information form (Art. 251 EGBGB) for package travel contracts by Boutique-Hotels Alemannenhof GmbH & Co. KG (§ 651a BGB)**

The combination of travel services offered to you is a package within the meaning of Directive (EU) 2015/2302.

Therefore, you will benefit from all EU rights applying to packages. Boutique-Hotel Alemannenhof GmbH & Co.KG will be fully responsible for the proper performance of the package as a whole.

More information on key rights under Directive (EU) 2015/2302 [www.umsetzung-richtlinie-eu2015-2302.de](http://www.umsetzung-richtlinie-eu2015-2302.de)

### **Key rights under Directive (EU) 2015/2302**

- Travellers will receive all essential information about the package before concluding the package travel contract.
- There is always at least one trader who is liable for the proper performance of all the travel services included in the contract.
- Travellers are given an emergency telephone number or details of a contact point where they can get in touch with the organiser or the travel agent.
- Travellers may transfer the package to another person, on reasonable notice and possibly subject to additional costs.
- The price of the package may only be increased if specific costs rise (for instance fuel prices), and if expressly provided for in the contract, and in any event not later than 20 days before the start of the package. If the price increase exceeds 8 % of the price of the package, the traveller may terminate the contract. If the organiser reserves the right to a price increase, the traveller has a right to a price reduction if there is a decrease in the relevant costs.
- Travellers may terminate the contract without paying any termination fee and get a full refund of any payments if any of the essential elements of the package, other than the price, are changed significantly. If before the start of the package the trader responsible for the package cancels the package, travellers are entitled to a refund and compensation where appropriate.
- Travellers may terminate the contract without paying any termination fee before the start of the package in the event of exceptional circumstances, for instance if there are serious security problems at the destination which are likely to affect the package.
- Additionally, travellers may at any time before the start of the package terminate the contract in return for an appropriate and justifiable termination fee.
- If, after the start of the package, significant elements of the package cannot be provided as agreed, suitable alternative arrangements will have to be offered to the traveller at no extra cost. Travellers may terminate the contract without paying any termination fee, where services are not performed in accordance with the contract and this substantially affects the performance of the package and the organiser fails to remedy the problem.
- Travellers are also entitled to a price reduction and/or compensation for damages where the travel services are not performed or are improperly performed.
- The organiser has to provide assistance if the traveller is in difficulty.

Directive (EU) 2015/2302 as transposed into national law:

[www.justiz.gv.at/pauschalreisegesetz](http://www.justiz.gv.at/pauschalreisegesetz)

**Pre-contractual information**  
**According to §3 under Article 250 EGBGB (Introductory Law to the German Civil Code)**

**ESSENTIAL FEATURES OF THE TRAVEL SERVICE**

**Destination:**

Boutique-Hotel Alemannenhof GmbH & Co.KG, Bruderhalde 21, 79856 Hinterzarten

**Check in:** from 3:00 pm

**Check out:** by 11:00 am

**Location:**

The Boutique Hotel Alemannenhof is spread across three areas: the boutique hotel in the main building at Bruderhalde 21, the pavilions at Bühlhofweg 16 and 18 and the hotel apartments located at Alemannenhofweg 1-5. The main building is peacefully situated facing the Titisee on the edge of town.

300 meters above the main building are the pavilions, placed on a hillside in a residential area.

The Alemannenhof Hotel Apartments are located on a slope approx. 200 meters from the boutique hotel's main building in a residential area.

The centre of Titisee with a pedestrian area is 2.2 km away.

The following train station is close by: Titisee Station, 1.7 km away. We can pick you up from the train station upon request. It takes around 5 minutes to reach the hotel.

The following airport is close by: Basel Mulhouse Freiburg, 55.7 km away.

**Main Features of the Boutique Hotel (Bruderhalde 21):**

The 4-star Boutique Hotel Alemannenhof boasts 20 double rooms of 3 categories and a Premium Deluxe room in the main building.

The lobby offers a reception, a lobby bar, an open lounge and facilities for holding luggage.

The boutique hotel also has a lift that takes you everywhere except the Premium Deluxe room.

The building has swimming pool for you to enjoy free of charge, including loungers and a sauna.

You will also find the "Wellness Lounge Noblesse", which you can pre-book before your stay and make use of at the best time for you.

Outside there is a sunbathing area and the lake lounge. Both are equipped with free-to-use deck chairs with a view of the lake. On top of this, there is a small children's playground there.

We offer room service for added convenience. We provide an ironing and laundry service at an additional cost.

Smoking is not permitted in any public and private areas.

Free Wi-Fi is available in all areas.

We allow pets upon request. You may be charged to bring your pet.

We offer free private parking on-site (with no need to reserve).

The boutique hotel has an accessible room. Please let us know if you would like to use this room.

### *Facilities*

#### Elegance Double Room:

Side view of lake, direct-dial phone, flatscreen TV, radio alarm clock, minibar, safe, bathroom, bath robes

#### Superior Double Room:

A perfect harmony of tradition and modernity, a completely redesigned room with particularly high-quality furnishings, lake views with or without a balcony, direct-dial phone, flatscreen TV, radio alarm clock, minibar, safe, bathroom, bath robes

#### Premier Room:

Balcony with lake views, direct-dial phone, flatscreen TV, radio alarm clock, minibar, safe, bathroom, bath robes

#### Premier Deluxe Room:

Bedroom and living room, located on the top floor of the hotel, smart TV with entertainment system, mobile telephone, satellite TV, radio alarm clock, minibar, safe, bathroom, bath robes

### **Main Features of the Boutique Hotel Pavilions (Bühlhofweg 16 und 18):**

The Boutique Hotel's pavilions have 11 studios, both small and large.

Guests at the pavilions can enjoy all the same offers of the main building free of charge.

There is no lift in either building.

Smoking is not permitted in any public and private areas.

Free Wi-Fi is available in all areas.

We allow pets upon request. You may be charged to bring your pet.

We offer free private parking on-site (with no need to reserve).

### *Facilities*

#### Small Studio:

Partial side balcony overlooking the lake, direct-dial phone, satellite TV, radio alarm clock, minibar, safe, bathroom, bath robes

#### Large Studio:

Generous living/dining area, separate bedroom, balcony or terrace overlooking the lake, direct-dial phone, satellite TV, radio alarm clock, minibar, safe, bathroom, bath robes

### **Main Features of the Hotel Apartments:**

The Alemannenhof Hotel Apartments have 9 double rooms and 19 junior suites.

The Hotel Apartments are divided into 3 buildings situated adjacent from one another, one of which has a lift.

There is a free-to-use sauna in one building. The swimming pool in Bruderhalde 21 may be used free of charge.

Smoking is not permitted in any public and private areas.

Free Wi-Fi is available in all areas.

We allow pets upon request. You may be charged to bring your pet.

We offer free private parking on-site (with no need to reserve).

*Facilities:*

**Standard Double Room:**

Balcony with lake views, direct-dial phone, flatscreen TV, radio alarm clock, minibar, safe, bathroom, bathrobes upon request

**Junior Suite:**

Generous living/dining area, separate bedroom, balcony overlooking the lake, direct-dial phone, flatscreen TV, radio alarm clock, safe, bathroom

**Dining:**

Your taste buds will be well catered for at the restaurant in the Boutique Hotel's main building, which features a sun terrace and bar, a lobby bar as well as a breakfast room in the Alemannenhof Hotel Apartments.

Guests staying in the main building and pavilions can tuck into a breakfast buffet in the Boutique Hotel's restaurant.

Guests staying at the Hotel Apartments can enjoy a buffet breakfast in the breakfast room at the Hotel Apartments.

For all guests dining half board, dinner is served in the restaurant at Bruderhalde 21. Themed nights take place some days.

Order from the lunch menu or have coffee & cake in the restaurant at lunchtime.

**Languages:**

We speak German, English and French

**Full name of company:**

Boutique-Hotel GmbH&Co.KG

Bruderhalde 21

79856 Hinterzarten

Telephone number: +49 (0)7652/91180

E-mail address: info@hotel-alemannenhof.de

**NOTE "Visitor's Tax":**

A visitor's tax must be paid by everyone staying at the High Black Forest. This amounts to €2.20 per person per day (over 16 years old) and €1.00 per child per day (between 6 and 15 years old).

**Payment Arrangements:**

American Express, Visa, MasterCard and Maestro are accepted as payment methods. Payment will be taken at the end of your stay.

**Passport and visa requirements applicable to the destination country for all visitors**

Please remember to apply for a visa before you travel if you are from a non-EU country or from a country for which the European Community has not abolished the visa requirement.

An overview of visa requirements can be found here:

<https://www.auswaertiges-amt.de/de/einreiseundaufenthalt/visabestimmungen-node>

**Terms of cancellation and cancellation fees if you cancel before your journey**

The hotel grants the customer a right of cancellation at any time. The following conditions apply:

- The hotel may choose to apply a one-off cancellation fee to the guest instead of specifically calculated compensation. The one-off cancellation fee is 90% of the contractually agreed price for an overnight stay with or without breakfast, 70% of the contractually agreed price for half-board accommodation and 60% of the contractually agreed price for full-board accommodation. The guest has the right to demonstrate that

the hotel has not suffered any damage or that the damage incurred by the hotel is less than the required compensation fee.

- If the hotel specifically calculates the compensation, the amount of the compensation shall be max. the amount of the contractually agreed price for the services to be provided by the hotel, excluding the value of the expenses saved by the hotel and what the hotel acquires through other uses of the hotel services.
- The above stipulations on compensation apply if the guest does not use the room or the services they have booked without informing the hotel in good time (no show).
- If, in the contract, the hotel has granted the guest an option to withdraw from the contract within a certain period of time without further legal consequences, the hotel has no claim for compensation. The receipt of the cancellation at the hotel shall be decisive in determining the timeliness of the cancellation declaration. The customer must declare the cancellation in writing.

### **Note regarding insurance options**

The packages holidays presented in our catalogues and online do not have travel insurance cover already included in the price. Therefore, we strongly recommend that you take out optional travel cancellation insurance and travel health insurance (insurance to cover the costs of assistance including return transportation in case of accident, illness or death). Simply click on the link below to take out insurance in just a few steps.

<https://www.reiseversicherung.de/de/onlinebuchung/buchungsassistent-standard31.html>