

## GENERAL TERMS AND CONDITIONS FOR EVENTS IN GERMAN ESSENTIAL BY DORINT, DORINT HOTELS & RESORTS AND HOMMAGE LUXURY HOTELS COLLECTION HOTELS

### I. Scope

- These Terms and Conditions apply to contracts for the letting of conference, banqueting and event rooms in the respective Hotel for the purposes of holding events such as banquets, seminars, meetings, etc. and to all further related services and consignments (hereinafter referred to through-out as "services") provided by the Hotel where under Hotel it is understood all "Dorint", "Essential by Dorint" and "Hommage" hotels located in the Federal Republic of Germany regardless of the person of the operator of the hotel (hereinafter referred to as "the Hotel"). Operator can be the Dorint GmbH (AG Köln, HRB 59251), Essential by Dorint GmbH (AG Köln, HRB 98777) or 5HALLS HOMMAGE HOTELS GmbH (AG Köln, HRB 98776), a entity which is affiliated with these entities pursuant to § 15 of the German Stock Corporate Act (Aktiengesetz), a licensee of the aforementioned entities or a third party, whose hotel is managed by one of all aforementioned entities for the account of others.
- The sub-contracting or re-hire of rooms, spaces or display cabinets provided and invitations to job interviews, sales or similar events require the prior written approval of the Hotel, whereby Article 540 paragraph 1 clause 2 of the German Civil Code (BGB) shall be waived.
- The customer's own Terms and Conditions shall only apply if this has previously been expressly agreed in writing.
- For the purpose of these Terms and Conditions, customers are consumers and/or entrepreneurs as described in Articles 13 and 14 of the German Civil Code. The customer is the organiser within the framework of the contracts agreed in accordance with Clause 1, Sentence 1.

### II. Contract agreement, contracting parties; liability and limitations

- The contract becomes valid when the Hotel accepts the customer's application. If the Hotel makes the customer a firm offer, then the contract takes effect from the customer's acceptance of the Hotel's offer. In either case it is open to the Hotel to confirm the contractual agreement in writing.
- The contracting parties are the Hotel and the customer. If the customer/person placing the order is not the event organiser, or if a commercial agent or organiser is engaged as event organiser, then the event organiser is jointly liable with the customer for all obligations arising from this contract, provided that the Hotel is given a declaration to this effect by the customer or the event organiser.
- The Hotel – and its vicarious agents – shall be responsible in accordance with statutory provisions for damages arising from intent or gross negligence. The same shall apply for damages caused by negligence and arising from damage to life, limb or health. In the case of material and financial damages caused by negligence, the Hotel and its vicarious agents shall only be liable if and when a fundamental contractual duty has been breached, however such liability shall be limited to foreseeable and contractually typical damages; fundamental contractual duties being such, the fulfilment of which is substantial to the contract, and on which the customer may depend. Should any faults or shortcomings arise in the services provided by the Hotel, the Hotel will make every effort to correct this if the customer has brought these to its attention or made his objections promptly known. The customer is obliged to make reasonable effort to rectify any fault or minimise any possible loss or damage, and to bring any faults or damage immediately to the Hotel's attention.
- Any claims made by the customer or a third party against the Hotel shall lapse 1 year after their declaration which initiates the normal limitation period in accordance with Article 199 paragraph 1 of the German Civil Code. Claims for compensation against the Hotel lapse at the latest after a term of 3 years from the dereliction of duty, dependent on the time of cognisance, and after a term of 10 years from the dereliction of duty, irrespective of the time of cognisance. These limitations do not apply
  - in the event of claims arising from intent or gross negligence on the part of the Hotel and/ or its vicarious agents.
  - in the event of damages caused by negligence and arising from damage to life, limb or health.
 In the event of material and financial damages caused by negligence, these limitation restrictions shall not apply in cases where a fundamental contractual duty has been breached. Fundamental contractual duties are duties, the fulfilment of which is substantial to the contract, and on which the customer may depend.

### III. Services, tariffs, payment, offsetting

- The Hotel is obliged to provide the services that the customer has ordered and to which it has agreed.
- The customer is obliged to pay the agreed or regular Hotel prices for these and any further services made use of. This also applies to services and expenses that he requests the Hotel to make over against third parties, especially for the requirements of copyright societies.
- The agreed prices shall be understood to include tax at the rates applicable at the time the contract was agreed. In the event of an increase, subsequent to the contract agreement, in the statutory rate of turnover tax or the new introduction, alteration or repeal of local taxes or duties relating to the subject of the agreement, then the contractually agreed price may also be increased proportionately, but only by a maximum of 5 %. In cases of contracts with consumers, this shall only apply should the period between the agreement of the contract and its fulfilment exceed 4 months.
- Hotel invoices without a payment date are payable in full within 10 calendar days of receipt. The Hotel is entitled to demand payments outstanding at any time, and to require immediate payment. In the event of delay in payment, the Hotel is entitled to demand the appropriate legal late payment interest of 9 % above the current basic interest rate or 5 % above the basic interest rate in the case of legal transactions involving a consumer. Furthermore, the Hotel is entitled to charge a fee of € 5 for every reminder of payment arrears that it sends. The Hotel reserves the right to provide evidence of entitlement to a higher claim to damages.

- The Hotel is entitled to require an appropriate advance payment at any time. The amount of prepayment and the dates of payment may be agreed in writing in the contract.
- The customer can only offset or reduce the Hotel's payment demands by means of an unchallenged legal claim.

### IV. Withdrawal of the customer (counter-order or cancellation)/failure to make use of the Hotel's services (no show)

- The customer's withdrawal from a contract agreed with the Hotel is only possible if such right of withdrawal is expressly agreed in the contract or in the General Terms and Conditions for Events, if some other statutory right of withdrawal applies, or if the Hotel expressly agrees to the cancellation of the contract. The agreement of a right to withdrawal and any such agreement to the cancellation of the contract each require to be submitted in writing.
- Provided that a date for withdrawal from the contract without penalty has been agreed in writing between the customer and the Hotel, the customer may withdraw from the contract without penalty up to this date, without the Hotel making any claim for payment or compensation. The customer's right to withdrawal is extinguished if he does not exercise his right to withdraw vis-à-vis the Hotel by the agreed date.
- If a right of withdrawal has not been agreed or has already expired, then no statutory right of withdrawal or cancellation shall be deemed to apply, and should the Hotel not agree to cancellation of the agreement, then the Hotel retains the right to claim the agreed payment even if the services have not been utilised. The Hotel is obliged to balance against its claim income from other rental made of the rooms and from expenses saved. The expenses saved in each case can be applied as a flat-rate as defined under sentence 3 - and in the case of events including overnight stays as defined under clause IV No. 3 (3) of the General Terms and Conditions for Hotel Accommodation - deviating from the flat-rate expenses saved specified in clause IV No. 3 (4) of the General Terms and Conditions for Hotel Accommodation - in accordance with the following sliding scale.
- Free cancellation options for the customer (portion of the agreed total amount)\***

Persons/Conference Fee = pax / Roomnights = RN					
bis 15 pax/RN		16 – 30 pax/RN		31 – 50 pax/RN	
up to 21 days before arrival	100% free of charge	up to 28 days before arrival	100% free of charge	up to 42 days before arrival	100% free of charge
up to 14 days before arrival	50% free of charge	up to 21 days before arrival	50% free of charge	up to 28 days before arrival	50% free of charge
up to 7 days before arrival	25% free of charge	up to 14 days before arrival	25% free of charge	up to 21 days before arrival	25% free of charge
up to 1 day before arrival	max. 1 Rooms and/or 1 participants free of charge	up to 7 day before arrival	10% free of charge	up to 14 days before arrival	10% free of charge
		up to 1 day before arrival	max. 2 Rooms and/or 2 participants free of charge	up to 1 day before arrival	max. 2 Rooms and/or 2 participants free of charge
51 – 100 pax/RN		101 – 150 pax/RN		151 – 250 pax/RN	
up to 90 days before arrival	100% free of charge	up to 120 days before arrival	100% free of charge	up to 150 days before arrival	100% free of charge
up to 42 days before arrival	50% free of charge	up to 90 days before arrival	50% free of charge	up to 120 days before arrival	50% free of charge
up to 28 days before arrival	25% free of charge	up to 42 days before arrival	25% free of charge	up to 90 days before arrival	25% free of charge
up to 14 days before arrival	10% free of charge	up to 21 days before arrival	10% free of charge	up to 42 days before arrival	10% free of charge
up to 1 day before arrival	max. 3 Rooms and/or 3 participants free of charge	up to 7 days before arrival	5% free of charge	up to 21 days before arrival	5% free of charge
		up to 1 day before arrival	max. 3 Rooms and/or 3 participants free of charge	up to 1 day before arrival	max. 4 Rooms and/or 4 participants free of charge
251 – 350 pax/RN		351 – 500 pax/RN		> 500 pax/RN	
up to 180 days before arrival	100% free of charge	up to 240 days before arrival	100% free of charge	individual	
up to 150 days before arrival	50% free of charge	up to 180 days before arrival	50% free of charge		
up to 120 days before arrival	25% free of charge	up to 90 days before arrival	25% free of charge		
up to 60 days before arrival	10% free of charge	up to 60 days before arrival	10% free of charge		
up to 14 day before arrival	5% free of charge	up to 14 days before arrival	5% free of charge		
up to 1 day before arrival	max. 4 Rooms and/or 4 participants free of charge	up to 1 day before arrival	max. 5 Rooms and/or 5 participants free of charge		

\* The sliding scale can only be applied once, with the exception of the possibility of reducing the agreed number of participants one day in advance according to the last scale. Addition of event days. e.g., 100 persons on 3 days fall into the cancellation group 100 pax/RN and

not the group for 300 pax/RN. If different numbers of persons are booked on different event days, the higher number of persons shall be decisive. The same applies if the number of rooms and conference participants are different. The percentages apply accordingly to other event-related services such as room hire, additional food and beverages or booked workshops. In the event of an agreed shortfall in the minimum turnover, which is made up of the conference flat rate, additional drinks or conference technology, the difference to the agreed minimum turnover will be invoiced as room hire. In the event of complete cancellation and thus failure to achieve the minimum turnover, the latter will be invoiced in accordance with the above-mentioned table.

- The portions of the event/overnight stays to be cancelled free of charge represent the flat-rate saved expenses. The hotel is therefore entitled to charge the customer for the parts of the event/night that can no longer be cancelled free of charge and to retain and to retain them from the deposit, insofar as this has been paid.
- The customer is entitled to provide evidence that such claims have not arisen or are unjustifiably high. The Hotel is entitled to provide evidence that a higher claim has arisen.

#### V. Withdrawal by the Hotel

- Provided that the customer's right to withdraw without penalty within a particular time period has been agreed in writing, the Hotel is also for its part entitled to withdraw without penalty within this time period if applications from other customers for the event rooms reserved under contract are to hand, and the customer does not waive his right to withdraw within an appropriate set deadline when contacted by the Hotel.
- The Hotel is also entitled to withdraw from the contract if an advance payment as agreed or as demanded in accordance with III. paragraph 5 is not made, even after an appropriate period of grace set by the Hotel has elapsed.
- Furthermore, the Hotel is entitled to withdraw from the contract given materially justified cause, especially in the event that
  - an act of God or other circumstances beyond the control of the Hotel make the fulfilment of the contract impossible.
  - events are booked giving a misleading or a false description of essential facts relating to them (e.g. in respect of the customer or the purpose).
  - the Hotel has good grounds for supposing that the event might jeopardise the smooth running of the Hotel's operations, or the safety or the reputation of the Hotel in the public eye in a way that is beyond the control or scope of the Hotel's organisation.
  - there is any breach of I. paragraph 2.
  - the purpose and/or the occasion of the event is in contravention of the law.
- If the Hotel justifiably withdraws, the customer shall have no claim for compensation.

#### VI. Changes to the number of participants and the timing of the event

- If there are variations in numbers upwards, the actual number of participants will be invoiced.
- If numbers of participants vary upwards or downwards by more than 10 %, the Hotel is unilaterally entitled to recalculate the agreed price and to change the rooms confirmed, unless this is, in any given case, unacceptable to the customer.
- Should the agreed times for the beginning and end of the event be adjusted, and should the Hotel agree to these variations, then the Hotel may make an appropriate charge for its willingness to provide additional services unless the Hotel is to blame for this.

#### VII.a) Special provision to clause IV above (and clause IV of the General Terms and Conditions for Hotel Accommodation Contracts insofar as relevant in connection with the event) for events until 31.12.2021 (event start date is decisive)

- The following cancellation conditions apply to events including and not including overnight stays held until 31.12.2021 as defined under clause IV No. 3 (3) of the General Terms and Conditions for Holding Events and General Terms and Conditions for Hotel Accommodation, and deviating from the flatrate expenses saved specified in the GTC from clauses IV No. 4 and from clause IV No. 3 (4) of the GTC for Hotel Accommodation:

#### Cancellation options free of charge Customer (share of agreed total volume)\*\*

(Persons/Conference Fee = pax / Roomnights = RN)							
up to 25 pax/RN		26 – 50 pax/RN		51 – 200 pax/RN		201 – 500 pax/RN	
up to 7 days before arrival	100 % free of charge	up to 14 days before arrival	100 % free of charge	up to 21 days before arrival	100 % free of charge	up to 28 days before arrival	100 % free of charge
up to 1 day before arrival	10 % free of charge	up to 7 days before arrival	50 % free of charge	up to 14 days before arrival	50 % free of charge	up to 14 days before arrival	50 % free of charge
		up to 3 days before arrival	25 % free of charge	up to 7 days before arrival	25 % free of charge	up to 7 days before arrival	25 % free of charge
		up to 1 day before arrival	10 % free of charge	up to 2 days before arrival	10 % free of charge	up to 2 days before arrival	10 % free of charge

\*\* The number of persons/RN in each case refers to the real group size and is not an addition of the event days. E.g., 100 persons on 3 days fall into the cancellation group 100 pax/RN and not the group for 300 pax/RN. If different numbers of persons are booked on different event days, the higher number of persons shall be decisive. The same applies if the number of rooms and conference participants are different. The percentages apply accordingly to other event-related services such as room hire, additional food and beverages or booked workshops. In the event of an agreed shortfall in the minimum turnover, which is made up of the conference flat rate, additional drinks or conference technology, the difference to the agreed minimum turnover shall be invoiced as room hire. In the event of complete cancellation and thus failure to achieve the minimum turnover, the latter will be invoiced in accordance with the above-mentioned table.

- This sliding scale can be applied cumulatively, i.e. in succession, by the customer, whereby the then applicable percentage to be cancelled free of charge only relates to the portion of the event remaining after the previous cancellation. In the event of a (full) cancellation, the Hotel must have received a written notice of cancellation (e.g. by e-mail) by the specified cancellation date, otherwise the last scale of the flat-rate expenses saved will be applied.
- The portions of the event/overnight stays that can be freely cancelled represent the flat-rate expenses saved. The Hotel is therefore entitled to invoice the customer for those portions of the event/overnight stays that can no longer be freely cancelled and to withhold them from the deposit, provided this has been paid.
- The customer is free to prove that the charges have not at all arisen or not arisen to the extent demanded.

After 31.12.2021, the provisions of clauses IV of the General Terms and Conditions for Holding Events shall apply.

#### b) Special provision to clauses IV, V and VII above (and clauses IV, V and VI of the General Terms and Conditions for Hotel Accommodation Contracts insofar as relevant in connection with the event) for events until 31.12.2022 (event start date is decisive) due to the coronavirus, pandemic situations and force majeure

- If, due to legal or official requirements (e.g. in the form of regulations, general rulings or administrative acts) the booked event is not allowed to take place in the booked form at the event location due to coronavirus or similar serious reasons of force majeure (external circumstances for which the Hotel is not responsible), the Hotel shall be entitled to offer the customer an alternative form of holding the event (e.g. a seated meal instead of a buffet, etc.) and an alternative event date (event period), which may only be rejected for just cause. If such an adapted service is not possible or reasonable or if it is rejected for just cause, both parties are entitled to cancel the event free of charge. The right to cancel free of charge does not apply if the legal or official requirement within the meaning of sentence 1 that conflicts with the event is exclusively the responsibility of the organiser or is directed at the organiser as the addressee.
- Should an event participant/traveller be unable to attend the booked event date due to official travel/entry bans or quarantine orders (including upon return from the booked destination country) due to coronavirus or similar global pandemics according to the definition of the WHO, their room/event package may be cancelled free of charge irrespective of the provisions of clauses IV No. 4 and VII a), provided that it has been proven by the guest that it is objectively impossible for the event participant/traveller to travel/enter the country for the aforementioned reasons. Concerns on the part of the guest or official recommendations to refrain from travel or events do not constitute a right of withdrawal free of charge.
- In all other cases, irrespective of coronavirus and similar global pandemics according to the definition of the WHO, the provisions of clause VII a) remain valid for events until 31.12.2021 and the provisions of clauses IV and VI of the General Terms and Conditions for Holding Events remain valid after this date.

#### VIII. Bringing in food and drink

- In principle, the customer may not bring food and drink into the events. Exceptions require the Hotel's prior written agreement. In such cases, an appropriate contribution to cover general costs will be charged.

#### IV. Technical equipment and connections

- Insofar as the Hotel shall provide the technical or other devices/equipment of third parties for the customer at his instigation, it is acting in the name, on the authority and for the account of the customer. The customer is responsible for handling equipment carefully and returning it safely. He shall comprehensively exempt the Hotel from any claims made by third parties arising from allowing them to use these devices/this equipment.
- The customer's use of his own electrical appliances with the Hotel's mains supply requires its prior written approval. Any faults or damage caused to the Hotel's technical equipment through the use of these appliances shall be charged to the customer, insofar as the Hotel cannot be held responsible for these. The Hotel may issue or levy a fixed charge for the cost of the electricity consumed.
- With the prior written approval of the Hotel, the customer is entitled to use his own telephone, fax and data transmission devices. The Hotel may request an appropriate connection fee for this.
- Should suitable devices/equipment owned by the Hotel remain unused because the customer is using his own appliances, then an appropriate lost-revenue charge may be invoiced.
- Faults in technical or other devices that the Hotel makes available shall be remedied as quickly as possible. Payments may not be withheld or reduced if the Hotel is not responsible for these faults.

#### X. Loss or damage to items brought into the Hotel

- The customer brings exhibits or other articles (including personal possessions) into the event rooms or Hotel at his own risk. No power of disposition is granted to the customer. The Hotel shall accept no liability for loss, destruction or damage except where the Hotel has acted with gross negligence or malice aforethought. Damages arising from injury to life, limb or health constitute an exception hereto. Furthermore, all cases where the circumstances of the individual case cause the safe keeping to be a typical contractual obligation (upon which the customer may depend in terms of the contract) likewise constitute an exception hereto. Any display material brought into the Hotel must fully comply with fire regulations. The Hotel shall be entitled to request official proof of this. If such proof is not produced in good time, the Hotel shall be entitled to remove at the customer's expense any materials that he has already brought in. Each individual item set up and/or fitted must be individually previously agreed with the Hotel with respect to possible damage.
- Exhibits or other items that are brought in must be immediately removed after the event. Should the customer fail to do this, the Hotel may charge the customer for removing and storing them. If articles are left behind in the event rooms in breach of the contract, the Hotel may charge compensation for loss of use for the period that they remain there. The customer is at liberty to provide evidence that such a claim has not arisen or is unjustifiably high. Moreover, the Hotel reserves the right to establish proof of and charge for a higher rate of compensation.

#### XI. The customer's liability for damage

- The customer shall be liable for any damage to or in the Hotel building that may be caused by event participants or visitors, by personnel, by other third parties associated with him or by himself. If the customer is an entrepreneur, he is liable independently of whether proof of blame is established by the Hotel; a consumer will only be liable if he is at fault.
- The Hotel may at any time require the customer to produce appropriate guarantees (e.g. insurance, deposits, sureties, etc.).

#### XII. EU-Consumer Arbitration Board

The Hotel is legally obliged to point out that the European Union has established an online platform (OS Platform) for out-of-court resolution of consumer disputes: [ec.europa.eu/consumers/odr](http://ec.europa.eu/consumers/odr) The Hotel shall, however, not participate in dispute resolution proceedings at consumer arbitration boards.

### **XIII. Final provisions**

1. Any amendments or additions to this contract, the proposal acceptance or these General Terms and Conditions for Holding Events must be made in writing. Any unilateral alterations or additions by the customer shall be void.
2. Place of fulfilment, place of payment, and the sole court of jurisdiction for commercial transactions – including cheque and currency disputes – shall be Cologne. Insofar as a contracting party fulfils the requirements of Article 38 paragraph 2 of the Code of Civil Procedure (ZPO) and has no general place of jurisdiction within Germany, the Hotel's registered office shall act as the place of legal jurisdiction.
3. German law alone shall apply to this contract. The UN Sales Convention and conflict of law legislation are hereby precluded from applying.
4. In the event of individual provisions of these General Terms and Conditions for Holding Events being or becoming ineffective or void, the validity of the remaining provisions hereof shall in no way be affected. Otherwise, statutory provisions shall apply.

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#### **Essential by Dorint GmbH**

Aachener Straße 1051 · 50858 Köln · Germany  
Tel.: +49 221 48567-0 · Fax: +49 221 48567-148  
info@dorint.com · dorint.com  
Management: Jörg T. Böckeler, Bettina Schütt  
Local Court of Cologne (Amtsgericht Köln): HRB 98777

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Aachener Straße 1051 · 50858 Köln · Germany  
Tel.: +49 221 48567-0 · Fax: +49 221 48567-148  
info@dorint.com · dorint.com  
Management: Jörg T. Böckeler, Bettina Schütt  
Chairman of the Supervisory Board: Dirk Iserlohe  
Local Court of Cologne (Amtsgericht Köln): HRB 59251

#### **5HALLS HOMMAGE HOTELS GmbH**

Aachener Straße 1051 · 50858 Köln · Germany  
Tel.: +49 221 48567-0 · Fax: +49 221 48567-148  
info@dorint.com · dorint.com  
Management: Jörg T. Böckeler, Bettina Schütt  
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