

General Terms and Conditions (GTC)

Boardinghouse Zimmer24Frei, Cologne

Version : August 2026

§ 1 Scope of Application

- These General Terms and Conditions apply to all contracts concerning the rental of guest rooms and other accommodation services provided by Boardinghouse Zimmer24Frei in Cologne, hereinafter referred to as the "Hotel".
- The contractual partner is the respective guest or the person who made the booking, hereinafter referred to as the "Guest".
- By making a binding booking, the Guest accepts these General Terms and Conditions as well as the Hotel's applicable House Rules.

§ 2 Conclusion of the Contract

- The accommodation contract is concluded upon receipt of the Hotel's booking confirmation by email, WhatsApp or via a booking platform used by the Hotel.
- Upon receipt of the booking confirmation, the booking becomes binding. The Hotel undertakes to provide the Guest with the booked accommodation for the agreed period.
- The scope of the services contractually owed shall be determined by the information contained in the booking confirmation and, where applicable, by any additional services agreed upon at the time of booking.
- The Hotel reserves the right to reject bookings where there is a legitimate objective reason for doing so, in particular in the event of apparent violations of the House Rules or failure to make payment within the required period.

§ 3 Prices, Payment and Due Date

- The prices agreed at the time of booking shall apply. Unless expressly agreed otherwise, the prices include the applicable statutory value-added tax.
- The full invoice amount shall be due for payment no later than on the day of arrival, unless a different payment deadline has been agreed in the booking confirmation.
- Payment shall only be deemed to have been made once the full amount has been received in the account specified by the Hotel or otherwise confirmed by the Hotel.
- In the event of late payment, the Hotel shall be entitled to claim statutory default interest and, where applicable, any further costs permitted by law.
- In the event of failure to make timely payment, the Hotel may, in accordance with the statutory provisions, withdraw from the contract and/or refuse to provide the accommodation services.



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§ 4 Cancellation, No-Show and Early Departure

- Cancellations shall be subject to the cancellation terms expressly agreed at the time of booking for the respective rate.
- Unless different cancellation terms have been agreed at the time of booking, free cancellation is generally not provided for.
- In the event that the Guest does not arrive ("No-Show"), the Hotel's agreed payment claim shall generally remain in force, unless otherwise agreed or mandatory statutory provisions provide otherwise.
- In the event of early departure, the Guest shall generally have no entitlement to a refund for the unused portion of the booked accommodation period, unless otherwise agreed.
- The Hotel reserves the right to make a discretionary accommodation arrangement in individual cases in the event of special or exceptional circumstances. The Guest shall have no entitlement to such discretionary accommodation.

§ 5 Check-In and Check-Out

- Check-in and check-out shall take place at the times communicated by the Hotel.
- Earlier check-in or later check-out shall only be possible by prior arrangement and subject to availability.
- The Hotel may charge an additional fee for late check-out, provided that such fee was communicated in advance.
- The Guest undertakes to leave the room in an orderly condition upon departure and to return all keys provided by the Hotel.

§ 6 House Rules and Use of the Accommodation

- The Guest undertakes to treat the hotel room, common areas, and all facilities and furnishings of the Hotel with due care and in accordance with their intended purpose.
- The applicable House Rules form an integral part of the accommodation contract and must be complied with by the Guest as well as by accompanying persons and visitors.
- Smoking is prohibited in all rooms and indoor areas of the Hotel. In the event of a violation, the Guest may be charged for the actual costs incurred for cleaning, odour removal, special cleaning and, where applicable, any further demonstrable damage. We charge a fee of €250.



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- Bringing or keeping pets is only permitted with the Hotel's prior express consent.
- The accommodation may only be used by the persons specified in the booking or confirmed by the Hotel. The transfer or provision of the room to unregistered third parties is not permitted without the Hotel's prior consent.
- The Guest shall show consideration for other guests and residents. In particular, avoidable noise disturbances, especially during customary quiet hours, must be avoided.
- Use of the accommodation for commercial purposes, events, parties or any other purposes extending beyond ordinary accommodation requires the Hotel's prior consent.
- No dangerous, flammable or other objects that may pose a risk to persons, the building or the Hotel's facilities may be stored or used in the rooms or common areas.
- In the event of serious or repeated violations of the House Rules, the Hotel may extraordinarily terminate the accommodation contract in accordance with the statutory provisions. Any payment and compensation claims of the Hotel that have already arisen shall remain unaffected.
- The Guest shall be liable for damage, contamination or other impairment caused culpably by the Guest, accompanying persons or persons invited by the Guest.
- Loss of a room key / access device: In the event of loss of a key or access device provided by the Hotel, a flat fee of €59.00 plus the applicable statutory value-added tax shall be charged. If, due to the loss, replacement of the locking system or of the entire affected system is required for security reasons, the Hotel's further demonstrable claims for reimbursement of costs shall remain unaffected.

§ 7 Liability of the Hotel

- The Hotel shall be liable in accordance with the statutory provisions for damage culpably caused by the Hotel, its legal representatives or its vicarious agents.
- With regard to property brought into the Hotel by the Guest, the statutory provisions governing the liability of innkeepers pursuant to Sections 701 et seq. of the German Civil Code (BGB) shall apply.
- Any further liability of the Hotel is excluded to the extent permitted by law.
- The Guest is obliged to notify the Hotel without undue delay of any damage, defects or other complaints so that the Hotel has a reasonable opportunity to remedy the issue.



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§ 8 Liability of the Guest

- The Guest shall be liable in accordance with the statutory provisions for all damage culpably caused by the Guest, accompanying persons or persons invited by the Guest or brought into the accommodation by the Guest.
- This applies in particular to damage to or contamination of rooms, furniture, technical equipment, inventory, common areas and other facilities of the Hotel.
- In the event of exceptionally heavy soiling or damage, the Hotel shall be entitled to claim the actual and demonstrable costs incurred for cleaning, repair or replacement.

§ 9 Data Protection

- The Hotel processes the Guest's personal data in accordance with the applicable data protection regulations, in particular the General Data Protection Regulation (GDPR) and the German Federal Data Protection Act (BDSG).
- Personal data is processed in particular for the performance and administration of the accommodation contract, communication with the Guest, invoicing and compliance with statutory obligations.
- The processing of personal data may in particular be based on Article 6(1)(b) GDPR insofar as such processing is necessary for the performance of the contract with the Guest.
- Personal data shall only be disclosed to third parties within the scope of the applicable statutory provisions or insofar as this is necessary and legally permissible for the performance of the contract, compliance with statutory obligations or the protection of legitimate interests.
- Further information regarding the processing of personal data can be found in the Hotel's applicable Privacy Policy.

§ 10 Payment and Compensation Claims

- All claims of the Hotel for payment of the agreed accommodation price as well as for compensation for damage or costs shall remain unaffected by an early termination of the stay, to the extent permitted by law.
- The Hotel shall be entitled to assert claims against the Guest for demonstrable damage and costs caused by the Guest's culpable conduct.



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§ 11 Place of Performance and Jurisdiction

- The place of performance for all obligations arising from the accommodation contract shall be Cologne, to the extent permitted by law.
- For merchants, legal entities under public law and special funds under public law, Cologne shall be agreed as the place of jurisdiction.
- In all other respects, the statutory places of jurisdiction shall apply.

§ 12 Final Provisions

- Should individual provisions of these General Terms and Conditions be or become wholly or partially invalid or unenforceable, the validity of the remaining provisions shall remain unaffected.
- The statutory provisions shall replace any invalid or unenforceable provision. Where no such statutory provision exists, an effective provision shall be agreed that comes as close as possible to the economic purpose of the invalid or unenforceable provision.
- Amendments or supplements to the accommodation contract shall, to the extent permitted by law, require text form or another form confirmed by the Hotel.

These General Terms and Conditions apply to all accommodation contracts of Boardinghouse Zimmer24Frei in Cologne and shall enter into force upon their publication or provision to the Guest.

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For questions regarding these General Terms and Conditions or the House Rules, please contact the management of Boardinghouse Zimmer24Frei.

