

Terms and Conditions governing the Hotel Accommodation Contract for group bookings in ROBINSON Clubs (dated 10.06.2009)

1. Scope of validity

These Terms and Conditions are valid for hotel accommodation contracts made with a ROBINSON Club ("Club") in a connection with a group booking, i.e. for the use of rooms as well as for all other services and performances provided by the Club for the Customer as part of a group booking. "Customer" in the context of these Terms and Conditions is an individual person or a legal entity which makes a booking in the Club on behalf of several Guests (as defined in the following); a "Guest" is every person who uses the SERVICES of the Club as a result of the action/arrangements made by the Customer. Exclusive rental agreements are subject to special hotel accommodation terms and conditions.

2. When contract comes into effect

- 2.1. A request for a reservation by a Customer is always non-binding. By actually registering a booking the Customer issues the Club with a booking order.
- 2.2. The Hotel Accommodation Contract comes into being – subject to sentence 2 – when the booking confirmation is received. Alternatively an option deadline can be agreed up to which the Customer can cancel the booking free of charge; in such cases the booking becomes binding for both Parties when the deadline expires and neither Party has previously cancelled.

3. Services provided by the Club

- 3.1. The Club is obligated to make available the room booked by the Customer in accordance with these Terms and Conditions and to perform the contractually agreed services due (hereinafter referred to as SERVICES). The scope of the agreed SERVICES is that indicated in the Club description of the offer, which is subject to change, issued by the Club as well as the details referring to this in the booking confirmation (see Point 2.2).
- 3.2. The Customer does not acquire a right to have any specific room made available to him. Rooms that have been booked are available to the Customer from 15.00 hours on the day of the agreed arrival provided no other time has been agreed in writing in the contract. The Customer has no right to have the room made available to him earlier.

4. Duties of the Customer

- 4.1. The Customer is obligated to pay the Club's price for using the room and for any other services that he has made use of. This also applies to any services provided that are initiated by the Customer and any expenses the Club incurs for third parties.
- 4.2. The Customer must obtain written approval in advance from the Club before subletting or further renting the room(s) made available to him.
- 4.3. On the agreed day of departure the room(s) must be vacated and made available to the Club at the latest by 11.00 midday. In the event of the room being vacated later the Club is entitled to charge 50% of the daily rate for additional use of the room between 11.00 and 18.00 hours, and 100% of the daily rate in the event of the room being vacated after 18.00 hours. The Customer is at liberty to prove that the Club has suffered no or considerably less damage.

5. Conditions of payment

- 5.1. The agreed prices (hereinafter referred to as PRICE(S)) include the applicable VAT.
- 5.2. As soon as the contract comes into effect the Club is entitled to demand a deposit. The amount to be paid and the conditions of payment shall be agreed in writing in the contract.
- 5.3. If nothing has been agreed to the contrary we request transfer of the invoice amount as follows:

- For groups < 60 participants

1. deposit (30%): immediately
Remainder: by 31 days before start of stay

A final invoice for any costs that arise in the Club for extra services will be issued by the Club after departure

- For groups ≥ 60 participants

1. deposit (30%): immediately
2. deposit (30%): by 3 months before start of stay
Remainder: by 31 days before start of stay.

A final invoice for any costs that arise in the Club for extra services will be issued by the Club after departure

6. Change of services

- 6.1. Changes to the agreed SERVICES or deviations of individual SERVICES from those agreed in the Hotel Accommodation Contract which become necessary after the contract has come into effect and which the Club has made in good faith are allowed only if the changes and deviations are not significant and the overall package of the SERVICES is not impaired.
- 6.2. The Club is obligated to inform the Customer without delay about any changes to or deviations from the Club's SERVICES. If need be the Club will offer the Customer an amendment free of charge or offer the Guest to cancel his stay at no charge.
- 6.3. As soon as the Club makes known that it intends to change its SERVICES the Customer must declare to the CLUB that he would like to make use of his rights indicated under Point 6.2.

7. Cancellation by the Customer, amendment, change of name

- 7.1. The Customer is entitled to withdraw from the Hotel Accommodation Contract at any time prior to the start of the SERVICES. Withdrawal from the contract by the Customer is recognised by the Club only when this has been received by the Club. The Guest is recommended to make his cancellation in writing.
- 7.2. If the Customer withdraws from the Hotel Accommodation Contract the Club can demand compensation for any expenses it has had up to that point in time. When calculating the amount of compensation usually the expenses that will be saved as well as any usual alternative use of the SERVICES should be considered.
- 7.3. The Club can calculate these claims for compensation either specifically for each case or make a lump sum claim as a percentage of the total price of the SERVICES depending on the time of cancellation:

For groups < 60 participants

- | | |
|---------------------------------|-------------------|
| - up to 31 days before arrival* | 20% of the PRICE |
| - from 30 days before arrival | 25% of the PRICE |
| - from 22 days before arrival | 35% of the PRICE |
| - from 15 days before arrival | 50% of the PRICE |
| - from 8 days before arrival | 65% of the PRICE |
| - from 2 days before arrival | 80% of the PRICE. |

For groups ≥ 60 participants

- | | |
|-------------------------------------|------------------|
| - 12 – 6 months before arrival | 30% of the PRICE |
| - 6 – 3 months before arrival | 50% of the PRICE |
| - 3 months – 31 days before arrival | 65% of the PRICE |
| - 30 days – 1 day before arrival | 80% of the PRICE |
| - on day of arrival | 90% of the PRICE |

in event of partial cancellation of up to 10% of group participants

- | | |
|----------------------------------|------------------|
| - up to 31 days before arrival* | no charge |
| - from 30 – 1 day before arrival | 50% of the PRICE |
| - on day of arrival | 90% of the PRICE |

(* = days before the start of the contractually due services)

- 7.4. The Customer is at liberty to prove that the Club has suffered either no damage or less damage than the lump sum amounts indicated under Point 7.3.
- 7.5. The above points governing the compensation for the Club also apply in a like manner to the cancellation of individual SERVICES, as well as to cases in which a Customer does not use the booked room or the booked services and does not inform the Club in advance.
- 7.6. Amendments regarding the dates of stay are possible at no charge – provided availability allows – up to the 91st day before arrival; from the 90th day such an amendment is possible only by cancelling in accordance with Point 7.1 ff. and subsequently making a new booking. An amendment to book a different Club or to move the dates of stay in the Club by more than 3 months are possible only by first cancelling in accordance with Point 7.7 ff. and subsequently making a new booking.
- 7.7. Name changes (substituting another person for a registered person) are possible free of charge at any time

8. Cancellation by the Club; extraordinary cancellation

- 8.1. If the deposit as indicated under Point 5.2. is not paid even after a reasonable period of time has elapsed and a warning has been issued to the effect that the reservation will be cancelled the Club is entitled to withdraw from the contract. The Club must inform the Customer of its intention to exercise its right to cancel before it does so.
- 8.2. The Club is entitled to cancel the contract for an important reason for instance if
- the Customer continuously disturbs the SERVICES, despite being categorically warned that his accommodation contract will be cancelled, so much so that the Club has a justified reason for assuming that the use of the Club services by the Customer could endanger the smooth running of the Club business, or the security or the public image of the Club, after being sure that this is not attributable to the domain or organisation of the Club; this similarly applies in the event of a disturbance by one Guest; in this case the Club's right to cancel refers to the Guest in question; the contract with the Customer is not affected by this;
 - the Customer has booked a room or rooms based on misleading or incorrect information, for example the name of the Customer or Guests or the purpose of stay,
 - unauthorised subletting or further renting of the room as mentioned in Point 4.2. has been made.

In such cases the Club reserves the right to collect payment of the PRICE; the Club, however, must credit the amount of expenses saved as well as credit an amount equivalent to those advantages that the Club gains from any alternative use of the services.

9. Force majeure

- 9.1. If the SERVICES are made more difficult, are endangered or impaired as a result of unforeseen circumstances that were not evident at the time the contract was signed then the Customer as well as the Club may cancel the contract or the corresponding SERVICES.

- 9.2. In the event of such a cancellation the Club reserves the right to collect payment of the PRICE, albeit reduced by an amount depending on the difference between the value of the service as it should have been at the time the contract was signed and the actual value.

10. Liability of the Club for Customer's or Guests' property

- 10.1. The Club is liable to the Customer in accordance with the legal regulations for items of property that the Customer of Guests bring with him or them. Valuables may be handed over to the Club for safekeeping in the hotel safe; this does not apply to items that are too large or have such a value or importance that the Club is not in a position to safeguard them or to dangerous items. The Club recommends Guests to take advantage of this option.
- 10.2. Any liability claim becomes null and void if the Customer/Guest does not notify the Club without delay after finding out about the loss, destruction or damage. This does not apply if the loss, destruction or damage of the item was caused by the Club or its vicarious agents or the item was being held in safekeeping by the hotel.

11. Other liabilities of the Club

- 11.1. Claims for damages made against the Club are independent of the legal reason, in particular in the case of default, violation of consulting or contractual secondary obligations, duties precedent to the contract, industrial property rights of third parties and unlawful acts, unless the Club, its representatives or vicarious agents acted with intent or gross negligence or the claims for damages are the result of the acceptance of a guarantee. The Club is liable to the same extent if an obligation that is significant for achieving the purpose of the contract is negligently violated slightly by one of the Club's legal representatives, senior employees or vicarious agents.
- 11.2. Insofar as the Club is liable on the merits of the case the claim for damages is limited to the foreseeable and typical contractual damages. This limit of the amount of damages does not apply if the claim was caused by the Club, its representatives or vicarious agents acting with intent or gross negligence.
- 11.3. Insofar as the Club in accordance with the above is liable within the scope of the contract, the amount of liability is limited to three times the amount of the PRICE.
- 11.4. All claims for damages made against the Club become statute-barred 12 months after they are made, unless they are the result of an unlawful or intentional act.
- 11.5. The above limitation of liability does not apply in the event of any claims resulting from the Product Liability Act, initial impracticality or negligent impossibility. The same applies if life, body or health suffers as a result of any action or failure to take action by the Club, its legal representatives or vicarious agents.
- 11.6. Insofar as liability of the Club is excluded, this also applies to any personal liability of employees, representatives and vicarious agents of the Club.

12. Final provisions

- 12.1. Any changes or supplements to the contract, the acceptance of the accommodation contract or these Terms and Conditions must be made in writing. This applies also to any changes to this stipulation.
- 12.2. Place of performance and place of payment is the place where the Club has its headquarters.
- 12.3. The law of the Federal Republic of Germany applies. Application of the UN Convention on the International Sale of Goods and the conflict of laws is excluded. The sole place of jurisdiction for all commercial dealings – including any disputes relating to cheques and bills of exchange – shall be Hanover. Provided a partner to the Agreement satisfies the requirements of Section 38 Paragraph 2 ZPO (Code of Civil Procedure) and he has no other general place of jurisdiction in Germany then the place of jurisdiction shall be Hanover.
- 12.4. Should any individual conditions of these Terms and Conditions be or become invalid this shall not effect the remaining conditions. Furthermore the applicable legal regulations apply.