





In case of a cancellation the hotel will charge:

until 16 days prior to arrival:	20.00 EUR Handling-Charges for each reserved room
until 8 days prior to arrival:	40.00 EUR Handling-Charges for each reserved room
until 4 days prior to arrival:	60.00 EUR Handling-Charges for each reserved room
until 2 days prior to arrival:	80.00 EUR Handling-Charges for each reserved room
afterwards:	90.00 EUR Handling-Charges for each reserved room

No-Show: In case of a no-show (no cancellation was made) the hotel charges the amount of 100% for the first night. The reservation will expire at 07:00 a.m. the following morning and no additional charges will be formed. There will be no refund.

A reactivation of the reservation can only be made upon availability.

You will then receive by either email or fax a confirmation of the reservation.

For help with your order, contact us by phone at 089 / 55 98 20 (foreign countries +49 89 55 98 20) G.M.T. 8am-6pm, or email us to [mark@heh.de](mailto:mark@heh.de).

If you have already placed your order on our web site, please wait 1 hour before contacting us to allow time for processing.

**Tip:** The option to earn up to 20% Early Bird discount is available. Special guarantee conditions will apply. Learn more on our website. Can only be redeemed online under [www.hotel-mark.de](http://www.hotel-mark.de).

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(Place, Date, Signature)