

TERMS AND CONDITIONS

The terms and conditions detailed below apply to all promotional bookings made with K&K hotels and Reichshof Hamburg hotel, whether at www.kkhotels.com, Reichshof-hamburg.de via the individual hotel websites or by telephone (or otherwise).

PRICING

- We offer a full range of packages and pricing which will fluctuate depending on availability and demand at any given time. K&K hotels and Reichshof Hamburg hotel reserve the right to amend or cancel any offers as appropriate without prior notice.
- Prices are bookable up to 72 hours in advance of stays, with bookings available between 30 November - 5 December 2022 for stays throughout 1 December 2022 - 31 March 2023.
- All prices shown are non-refundable, however bookings may be amended within the dates outlined above.
- Prices are subject to availability and are inclusive of VAT any local taxes at the current prevailing rate.
- Your price is guaranteed once you have been given a confirmation number. Indicative alternative currency rates used to estimate cost and balance of cost are based on current exchange rates and are subject to fluctuation.
- Offers are based on a minimum of two people sharing a standard twin or double room for a minimum one-night stay. Supplements may apply for solo occupancy of a room and any room upgrades.
- All prices are valid on new bookings only and cannot be used in conjunction with any other discount, offer or promotion.
- All rates featured on the KKHotels.com website or quoted by telephone or otherwise are offered subject to availability and KKHotels reserves the right to refuse any booking for good reason. Only adults 18 and over can stay at the hotel unaccompanied.

AVAILABILITY

During major sporting events, social events, conference and exhibitions certain rates may not be available. Certain dates may be subject to a minimum length of stay. All rates are subject to availability.

CHILDREN

- KK Hotels and Reichshof Hamburg hotel have individual policies for adult guests staying with children. Please note individual hotel policies as outlined below.
- When sharing a bedroom with your children, your room could include a foldaway bed. Availability of suitable rooms is limited, and portable beds/sofa beds may need to be used where such accommodation is sought.
- Under 16's are not permitted to use the gym or any of our thermal suites or spa treatments. They must be accompanied by a responsible adult at all times.

MEAL ARRANGEMENTS

- Prices and offers which include breakfast offer a continental breakfast with tea or coffee, unless stated otherwise. There are no refunds for meals not taken by guests.
- Children aged 6 years and under sharing a suitable room with 2 adults and included in the reservation details are inclusive of breakfast only, all other meals are charged as taken.

COMPLAINTS OR COMMENTS

Any complaint or comment regarding a stay at one of our hotels should be made in the first instance to the hotel's duty manager at the time of your stay so that it can be resolved in a timely manner.

GENERAL INFORMATION

- Images used are for promotional purposes only and all details are correct at time of going to print, however may be subject to change from time to time
- Although every effort has been made to ensure the accuracy of the information set out on our websites and marketing campaigns, we cannot accept responsibility for any errors or omissions, and reserve the right to vary, amend, supplement or cancel any of the information or offers featured on our websites or email campaigns or otherwise at any time.
- These terms and conditions shall be subject to the laws of the jurisdiction and country in which the hotel for which you make your booking is situated.
- When you make a booking, your contract (which shall include these terms and conditions) will be with KK Hotels, which shall mean in these terms and conditions, KK Hotels, C/O Cycas Hospitality UK Ltd, 3-5 William Street, Slough SL1 1GZ.