

# General terms and conditions

We, the restaurant "Bandol sur mer", are always anxious to offer our guests an unforgettable experience. To be able to guarantee this, the following general terms and conditions apply to reservations and catering in our house:

## 1. Scope of application

The following regulations apply to all reservations and hospitality in our restaurant "Bandol sur mer" of the Saul UG (limited liability). The acceptance of our service is regarded as recognition of this GENERAL TERMS AND CONDITIONS.

## 2. Reservations and cancellations

Since our restaurant has only a very limited number of seats and the food we offer is always fresh and elaborately prepared, we cannot offer great flexibility in the allocation and reservation of available seats. Against this background, the damage caused to us by non-compliance or unreasonable cancellation of reservations at short notice is considerable. We therefore ask for your understanding that we reserve the right to claim this damage in accordance with the following regulations. Please also understand that we will not notify you again in such a case.

2.1 We reserve the right to make a reservation in our restaurant only against deposit of credit card information. We are entitled to charge the respective credit card with the catering price (insofar as this is not paid immediately after the catering in our restaurant), but also with any compensation owed (in accordance with the following regulations).

2.2 Reservations are binding with regard to the reserved time and the number of reserved seats. However, you may cancel your reservation in whole or in part (i.e. with regard to individual seats/guests) at the latest 24 hours before the reserved time, from 5 guests on 48 hours, without incurring any costs.

For groups of 10 and more are following conditions: Up to 7 days before the booking you can cancel free of charge, up to 48 hours before the booking we charge 50% of the menu, after that time we charge the full menu.

2.3 If a cancellation does not take place at the latest 24 hours before the date mentioned in section 2.2, we shall be entitled to charge a lump-sum compensation of € 174.00 per person for each unused or cancelled space. The same applies if the reserved places are not used at the agreed time, i.e. the guests do not appear or do not appear in the announced number.

2.4 If you are not responsible for the late cancellation or non-use of the reserved places, we are not entitled to claim compensation. In addition, you are at liberty to prove that we have not suffered any damage as a result of the late cancellation or non-appearance or that this damage is significantly lower than the compensation in accordance with section 2.3.

2.5 If the reserved seats are not used 30 minutes after the reserved time at the latest (i.e. the guests announced in this respect do not appear), we are entitled to allocate the seats elsewhere. Clauses 2.3 and 2.4 shall also apply in this case. In this case, however, we must and will deduct from the compensation in accordance with Section 2.3 any income that we generate by allocating the places elsewhere.

2.6 Cancellations can be made by e-mail "mail@bandolsurmer.com" or by the booking system.

### 3. Voucher

We only issue cash vouchers. Vouchers can be redeemed for 2 years from the date of purchase. After that time we can refuse a voucher

3.1 We do not pay out the vouchers.

### 4. Severability Clause

Should individual provisions be invalid in whole or in part, this shall not affect the validity of the remaining provisions. The ineffective provisions shall be replaced by such agreements which correspond in a permissible manner to the legal and economic content of the agreement reached.

5. This general terms and conditions could not be complete. The german AGB's apply.