

General Terms and Conditions of the OBSIDIAN SUITE

Dear Guests,

We want you to feel comfortable with us and to enjoy your stay in a relaxed, private, and discreet atmosphere. In order to ensure that this remains possible in the future, we kindly ask you to carefully read and comply with the following General Terms and Conditions.

By making a booking, you expressly acknowledge and accept these terms and conditions.

1. Scope of Application

The following General Terms and Conditions apply to all bookings and stays at the Obsidian Suite between us – the provider – and you – the guests. Deviating terms and conditions shall not apply unless expressly agreed to in writing by the provider.

2. Conclusion of Contract

By making a booking, the guests submit a binding offer to conclude a rental agreement. Bookings may be made in writing via contact form or email. The contract is concluded only upon written booking confirmation by the provider.

The provider undertakes to make the booked accommodation available at the agreed time and in a condition suitable for contractual use.

3. Prices, Payment & Security Deposit

The full rental price, including any additionally booked equipment, as well as the security deposit of €300, must be paid in full before the beginning of the rental period.

After booking confirmation, a deposit of at least 50% of the total amount must be paid via bank transfer within 5 days. The remaining balance, including the security deposit, must be received no later than 30 days before the start of the rental period.

For short-notice bookings (less than 30 days before arrival), the full amount is due within 24 hours via instant bank transfer.

If payment is not received on time, the provider is entitled to cancel the booking without further notice and to reassign the booking period elsewhere.

The security deposit will be refunded within 3–5 business days after the end of the stay, provided that no damages, excessive contamination (for example oil/wax residue), or violations of the house rules have been identified.

4. Location, Discretion & Self Check-in

The Obsidian Suite is located on the provider's private property in a quiet, rural area. Therefore, particular importance is placed on mutual discretion.

The exact address will only be disclosed to the guests after full payment has been received.

Guests will then receive a personal access code for the key safe. Both check-in and check-out are fully self-managed. At check-out, the key may simply be left on the dining table inside the apartment.

Shortly before the rental period begins, the key will be placed in the key safe by our “cleaning angel,” who lovingly prepares the apartment for the guests. Preparation includes not only cleaning and setting a comfortable temperature via underfloor heating, but also creating a sensual atmosphere with lighting and music.

Naturally, guests may also connect their smartphone to the apartment sound system via Bluetooth and play their own music during their stay.

A private Contact number is available in the Apartment and Can be reached via Text-Message or WhatsApp should Guests wish to book additional Equipment at Short notice, experience technical Issues, or require assistance with other minor concerns, for which the Provider Can offer quick support.

It is strictly prohibited to share or publish this contact number, the address, or any clearly identifiable characteristics of the suite’s location with third parties. In the event of violations, the provider reserves the right to assert claims for damages and to initiate further legal action.

5. Use of the Apartment

Use of the apartment is permitted exclusively for adults aged 18 years or older.

The maximum occupancy is limited to 2 persons unless otherwise agreed in writing.

Pets are not permitted.

The apartment may only be used for private purposes. Any use for the preparation or execution of criminal acts is prohibited and entitles the provider to terminate the stay immediately.

The house rules published on the website under “Book Now” shall apply.

6. Damages, Cleaning & Liability

Guests are liable for all damages caused by themselves or by any accompanying persons. This applies in particular in cases of: improper use, negligent or intentional damage, loss of inventory items or keys, and excessive soiling (for example caused by oil, wax, or urine).

In such cases, the provider is entitled to use the security deposit in whole or in part to cover the costs of repairing the damage. If the costs incurred exceed the amount of the security deposit, the provider reserves the right to claim further compensation.

Theft will always be reported to the relevant authorities.

The use of the entire facility, including all equipment, is expressly at the guests’ own risk. The provider shall not be liable for any damages of any kind suffered by guests as a result of such use.

In the event of a medical emergency, guests are required to call an ambulance and subsequently inform the provider via the private contact number.

7. Delay, Extension & Cancellation

As the apartment is thoroughly cleaned and all items used by guests are carefully disinfected

before each new rental period, compliance with the agreed check-out time is mandatory.

Our “cleaning angel” will not actively ask guests to leave the accommodation but will discreetly wait in the car or main house until the guests complete the self-managed check-out process.

If the booked usage period or check-out time is exceeded by more than 15 minutes, the provider reserves the right to deduct a flat additional fee of €50.00 from the security deposit due to the additional organizational and time-related effort required. Any further costs resulting from substantial delays remain unaffected.

Extensions are generally only possible upon prior agreement and subject to availability.

In the event of cancellation by the guests, the following conditions apply:

Up to 30 days before arrival: free cancellation excluding the initial deposit payment

Less than 30 days before arrival: 80% of the rental price

48 hours before arrival or in the event of no-show: 100% of the rental price (excluding fees for separately booked equipment)

8. Claims for Compensation

After the start of the rental period, guests are not entitled to any compensation claims or a reduction of the rental price. Any complaints must be reported to the provider immediately after arrival via WhatsApp or SMS so that they can be reviewed and, if necessary, resolved as quickly as possible.

If defects are not reported immediately or if the provider is not given the opportunity to remedy them, guests shall have no entitlement to a reduction of the rental price, a refund of the rental price, or any other compensation.

An early departure by the guest does not generally entitle them to a proportional refund of the agreed rental price, as the holiday accommodation has been exclusively reserved for the booked period and, as a rule, cannot be re-rented at short notice.

9. Delays, Extensions & Cancellations

As the apartment is thoroughly cleaned before every new rental and all items used by guests are carefully disinfected, compliance with the agreed check-out time is mandatory.

Our “cleaning fairy” will not actively ask guests to leave the accommodation but will wait discreetly in the car or the main house until the guests have completed the check-out process independently.

If the booked usage period or check-out time is exceeded by more than 15 minutes, the provider reserves the right to charge a flat-rate additional fee of €50.00, which will be deducted from the security deposit due to the additional organisational effort and time required.

Any further costs resulting from significant delays remain unaffected by this provision.

Extensions are generally only possible after prior consultation and subject to availability.

In the event of cancellation by the guests, the following regulations apply:

Up to 30 days before the start of the rental period: free cancellation, minus the deposit already

paid. After this period: 80% of the rental price. Within 48 hours before the arrival date or in the event of a no-show: 100% of the rental price. (Fees for separately booked equipment are excluded from this cancellation policy.)

10. Changes to Services Provided

The provider reserves the right to make reasonable changes to the furnishings or inventory if such changes are necessary and do not significantly affect the overall character of the accommodation.

Guests will be informed immediately of any significant changes.

11. Force Majeure & Service Interruptions

The provider shall not be liable for interruptions to electricity, water, internet, or heating services if these are beyond the provider's control.

This applies in particular in cases of force majeure, technical faults, official measures, or failures of external utility providers.

12. Place of Jurisdiction

The place of jurisdiction shall be Strausberg.

13. Severability Clause

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.