

# **General Terms and Conditions (GTC) of Dhigurah Guesthouses and Hotels**

## **1. Scope of Application**

These General Terms and Conditions (GTC) apply to the use of [www.dhigurah-guesthouses-hotels.com](http://www.dhigurah-guesthouses-hotels.com) (hereinafter referred to as the “Platform”), operated by Dhigurah Guesthouses and Hotels, Thüngersheimer Straße 44, 97209 Veitshöchheim, Germany, for the mediation of accommodations/rooms with various catering options in guesthouses and hotels between customers and third-party providers (hotels and guesthouses).

## **2. Mediation Services**

1. Dhigurah Guesthouses and Hotels exclusively mediates rooms/accommodations with various catering options between the user and the respective hotel/guesthouse.
2. Additional services such as transfers and excursions can be requested through Dhigurah Guesthouses and Hotels as part of the accommodation booking. This information is forwarded to the respective guesthouses/hotels, which then organize these services according to the customer's wishes. These additional services are not part of the mediation services of Dhigurah Guesthouses and Hotels.
3. The accommodation contract is concluded exclusively between the customer and the respective hotel/guesthouse.
4. The Platform acts solely as an intermediary and is not itself a contractual partner of the accommodation provider (hotel/guesthouse).

## **3. Booking Process**

The customer can search for accommodations available for mediation via the Platform and request and book them using a contact form, by email, by telephone, via WhatsApp, or through social media such as Instagram and Facebook. By making a booking, the customer accepts any terms and conditions of the hotel/guesthouse.

The booking confirmation is issued informally by the respective hotel/guesthouse to Dhigurah Guesthouses and Hotels. The intermediary then provides a complete booking confirmation to the customer.

#### **4. Prices and Payment**

The “from prices” stated on the Platform represent the lowest-priced option for 2 persons including breakfast and including all taxes and fees. Prices vary depending on travel period, room category, number of persons, availability and catering option. The actual prices for the requested booking dates are communicated to the customer by Dhigurah Guesthouses and Hotels upon request and prior to booking. Unless otherwise stated, payment is made directly to the accommodation in accordance with its payment terms.

If a deposit is required for the accommodation, the accommodation provider will supply a payment link for credit card payment plus fees. The intermediary forwards this link to the customer.

If payment is made to the intermediary, this is done exclusively in a fiduciary capacity, in the name and on behalf of the guesthouse/hotel. The amount is forwarded to the hotel without delay.

There is no independent payment claim by the intermediary against the customer.

Transfer costs are not included in the stated prices.

#### **5. Commission**

Dhigurah Guesthouses and Hotels receives a mediation commission from the respective hotel/guesthouse for each successful booking, the amount of which may vary. This commission has no influence on the final price payable by the customer. The user pays only the price stated at the time of booking.

#### **6. Cancellation and Rebooking**

Cancellations and rebookings are subject to the cancellation conditions of the respective hotel/guesthouse. These are communicated with the booking confirmation. The user is responsible for informing themselves about the applicable rebooking and cancellation deadlines and conditions.

## **7. Liability**

Dhigurah Guesthouses and Hotels is not liable for the proper fulfillment of the accommodation contract.

Liability for defects in the accommodation, service disruptions, or other damages rests exclusively with the respective accommodation provider (hotel/guesthouse). The Platform is only liable for damages resulting from the breach of its own contractual mediation obligations, in cases of intent or gross negligence.

## **8. Group Travel**

For group travel, we act exclusively as an intermediary for individual travel and hotel services. Liability for the performance of the services, in particular for the conduct of group participants, the group leader, or local service providers, is excluded to the extent permitted by law.

Our liability in connection with group travel is excluded—regardless of the legal basis—unless there is intentional or grossly negligent conduct. Liability for damages resulting from injury to life, body, or health, as well as liability under mandatory statutory provisions, remains unaffected.

## **9. Booking for Third Parties / Group Bookings**

The person making the booking is liable to Dhigurah Guesthouses and Hotels for all contractual obligations of the accompanying persons for whom the booking is made. By making the booking, the booking person confirms that they are authorized to represent the other travelers and to accept the General Terms and Conditions on their behalf.

## **10. Third-Party Content**

Information about the hotels (texts, images, facilities, etc.) is provided by the hotels and guesthouses.

Dhigurah Guesthouses and Hotels assumes no responsibility for the accuracy or timeliness of this information.

## **11. Data Protection**

The processing of personal data is carried out in accordance with our Privacy Policy, which can be viewed at the following link: [Privacy Policy](#)

## **12. Final Provisions**

The law of the Federal Republic of Germany shall apply. The place of jurisdiction, insofar as legally permissible, is Würzburg. Should any provision of these GTC be or become invalid, the validity of the remaining provisions shall remain unaffected.

## **13. Notice pursuant to §19 German VAT Act (Small Business Regulation)**

Dhigurah Guesthouses and Hotels is exempt from value-added tax as a small business pursuant to §19 of the German VAT Act (UStG). Therefore, no VAT is shown on invoices.

**Status: January 2026**