

'Feel-good guarantee' from the establishments involved in "Black Forest – Real Hospitality"

The feel-good guarantee applies to bookings where the guest pays the accommodation provider on-site (i.e. not applicable for tour operators or booking paid in advance online).

Wherever you see the 'Black Forest – Real Hospitality' logo, you are guaranteed to receive the following services:

- A warm welcome with a drink to say 'hello' from the Black Forest.
- Personal care from hosts and their employees, e.g. tips and recommendation for activities to do in your spare time or places of cultural interest.
- A menu offering Black Forest specialities like, for example, Black Forest gâteau, hams and Kirsch liqueur from the Black Forest amongst others.
- Comprehensive and up-to-date information on all the tourist attractions, natural landmarks and events the Black Forest has to offer.
- Typical Black Forest products and souvenirs available for guests to buy at any time from the reception during opening hours.

When can you invoke your 'feel-good guarantee'?

A guest can invoke the feel-good guarantee if they do not receive any of the 'feel-good services' listed above from any of the establishments involved in 'Black Forest – Real Hospitality'.

To make a complaint invoking this guarantee, the guest must do this during their stay in the hotel, before 12pm on the day after arrival. Any claims made after this period of time cannot be taken into consideration; however guests are of course able to make a complaint regarding anything else at any other time.

Should the hosts be unable to remedy the situation, the guest has the option to end their stay and invoke their 'feel-good guarantee'. This means that the guest does not have to pay for their first night. This guarantee only covers the costs of one night (bed and breakfast) and the hotelier waives any cancellation fee due. Any costs incurred at the restaurant or through other hotel services must be settled by the guest.