

General Terms and Conditions - Restaurant

§ 1 Applicability of the General Cancellation Conditions

These Terms and Conditions form the basis for table reservations in the à-la-carte area of the restaurants of Platzl Hotel Inselkammer KG, Sparkassenstr. 10, 80331 Munich. Subsidiary agreements and amendments to the contract must at least be in text form. This shall also apply to the cancellation of the text form covenant itself.

§ 2 Binding nature of table reservations

In reserving a table, you declare in a legally binding way that you will appear in the restaurant on the agreed date with the indicated number of people and order food and drinks from our current menu. This establishes a pre-contractual obligation under the law of obligations.

Reservations can be made online on our website at: www.pfistermuehle.de as well as by telephone: +49 89 23703 865 or by e-mail: servus@pfistermuehle.de. We ensure that you can access and save our General Terms and Conditions before completing the online reservation - a corresponding link is available on our website. In the case of telephone or e-mail reservations, you will receive the General Terms and Conditions in good time as part of the confirmation of your reservation.

§ 3 Cancellation of the reservation

- (1) You may cancel the reservation free of charge up to 24 hours before the reserved date at the latest. Cancellations can be made directly via the link contained in your reservation confirmation (via SevenRooms).
- (2) If you do not cancel the reservation in good time and the table cannot be allocated to other guests at short notice, we are entitled to charge a no-show fee in accordance with § 4.

§ 4 Cancellation fees / no-show fee

- (1) We reserve the right to charge a no-show fee for reservations that are not canceled on time or for unexcused no-shows at the reserved time ("*no-show*").
- (2) This also applies if not all of the persons for which the reservation was made appear and we were not informed of this at least 24 hours before the reserved date.
- (3) The no-show fee is a flat rate of €45 per person. All further information on a possible no-show fee and its conditions can be found in your personal reservation confirmation.

§ 5 Proof of smaller damage

You are at liberty to prove that no damage or a significantly smaller damage than the flat rate charged has been incurred.

§ 6 Late arrival at the restaurant

We tolerate a delay of up to 15 minutes after the agreed reservation time. After expiry of this period, we reserve the right to allot the table to other guests. Please inform us in good time about any possible delay via the link contained in your reservation confirmation or by calling the restaurant.

§ 7 Cancellation conditions for group reservations

(1) For reservations for groups of 6 persons or more ("group reservations"), a binding reservation is only effective when confirmed in writing by Pfistermühle. The customer undertakes to notify the final number of guests in writing at least 24 hours before the agreed date.

(2) Pfistermühle is entitled to demand an appropriate advance payment or a credit card guarantee to secure the reservation. Special agreements, in particular menu arrangements or package deals, must be made in writing.

§ 8 Entering credit card details

In order to ensure that our cancellation policy is complied with, you may be requested to enter valid credit card details during the reservation process for reservations of three or more people.

§ 9 Assertion of cancellation fees

In the Event of a no-show in accordance with § 4, we reserve the right to charge the corresponding amount to the credit card. This can take the form of an advance payment with subsequent offsetting or subsequent debiting.

§ 10 Reimbursement of additional expenses

Additional expenses (e.g., individual decoration, special requests, etc.) incurred at the express request of the guest will be charged separately. Relevant proof will be provided on request.

§ 11 Bringing food and beverages

It is generally not permitted to bring food and drink onto the premises. Exceptions require the prior written agreement by the restaurant.

In such cases, an appropriate contribution may be charged to cover overheads.

§ 12 Data protection

You can find our privacy policy at:

<https://www.pfistermuehle.de/datenschutz>

§ 13 Place of performance and payment

The place of performance and payment is the registered office of the restaurant.

§ 14 Place of jurisdiction / applicable law

German law shall apply. The courts of jurisdiction shall be the courts of Munich.

§ 15 Severability

Should individual provisions of these conditions be or become legally ineffective, the validity of the remaining regulations remains unaffected thereof. Such ineffective and/or unenforceable provision shall be replaced by an effective and enforceable one which comes as close as possible to what the parties intended with the ineffective one in economic terms.

§ 16 Note on consumer dispute resolution

We are not obliged and not willing to participate in dispute resolution proceedings before a consumer arbitration board.

As of: 20 September 2025