

GENERAL TERMS AND CONDITIONS

General information

All prices are stated in Swiss Francs. Unless stated otherwise, the prices offered are understood to include VAT, to exclude accommodation tax, and subject to cancellation. Possible changes in price resulting from taxes and duties shall be charged to the contracting party. New imposed statutory duties shall be added to the contract prices.

Reservations

We look forward to receiving your reservation personally or on the phone. In our mutual interest a reservation should, however, be confirmed in writing (either by letter or by email). This will give you the guarantee that a room has been booked on your behalf. If you intend to arrive later than 6:00 p.m., please kindly inform us. We cannot guarantee any written reservations without advance payment or without your credit card data. Without guarantee we reserve the right to resell the room if you fail to arrive by 6:00 p.m. If you plan to stay for 3 nights or longer, we require you to make an advance payment corresponding to one overnight stay or to give us your credit card number with its expiry date. In the case of group bookings for 10 rooms and more or 15 persons, special cancellation and payment terms shall apply. Contact our reception for further information. Our team will be pleased to assist you.

Room of your choice

We kindly request you to understand that we are unable to guarantee certain room numbers or floor numbers.

Reduction of your planned stay

Reductions of your stay of 1 night are possible on the day of the new departure free of charge if you notify us thereof by 11:00 a.m., thereafter the booked period will be charged 100%. Exempt herefrom are special rates with advance payments, as well as bookings without cost-free cancellation, as well as bookings during special fair and exhibition and congress periods, longstay rates as well as group bookings for which 100% shall be charged.

Cancellation terms and no-shows

In the case of a cancellation please be informed that you are required to inform us thereof in writing in any case. A cancellation has to be confirmed in writing by the hotel.

Room(s) with day rate (up to 3 rooms)

- until 6:00 p.m. on the day before arrival free of charge
- thereafter 100 % for the first night

Room(s) with day rate (as of 4 rooms)

- up to 14 days before arrival free of charge
- up to 7 days before arrival 50% will be charged
- up to 4 days before arrival 75 % will be charged
- as of 3 days before arrival 100 % will be charged

Room(s) with weekly rate

- up to 7 days before arrival free of charge
- until 12.00 noon on the arrival date 3 days will be charged
- as of 12.00 noon on the arrival date 100% will be charged

Room(s) with monthly rate

- up to 14 days before arrival free of charge
- up to 7 days before arrival 3 days according to the respectively valid day rate will be charged
- as of 6 days before arrival 7 days according to the respectively valid day rate will be charged
- as of 12.00 noon on the date of arrival 100 % will be charged

Room(s) with a special rate

- non-refundable, hot deal, % deals
- cannot be cancelled free of charge, booking dates cannot be changed, 100% advance payment

Final clean-up

- if you stay for a period exceeding 14 days a final clean-up fee may be charged on your departure, depending on the category booked as of CHF 50.00

Verification of your credit card details

Your credit card is verified by us prior to your arrival to ensure that the details are correct (authorisation).

Invoicing / assumption of costs

The invoice address as well as items for an assumption of costs have to be notified at the reservation. The person booking accommodation shall warrant for all ordered services. In the case of cancellation a penalty fee will be charged to the customer.

Cleaning

If a vacated room is left in a condition of cleanliness below the level generally considered to be normal, even after departure of the Customer, the Hotel shall be entitled to subsequently charge the Customer the costs for repair, costs for replacement or to bill an extra cleaning fee.

Smoking in the room (fire alarm)

Please take into account that smoking in the rooms is strictly prohibited. The fire alarm is activated by smoke, excessive steam or gas development, as well as by manipulating the fire alarms and sprinklers. In the case of non-compliance, we have to subsequently bill the costs for firefighting as well as for special cleaning.

Third-party services

In the case of reimbursing third-party services, we shall take the liberty of charging a handling fee.

Liability

The Hotel shall only warrant in the case of intentional or gross negligent contractual or non-contractual damage. The guest shall be responsible for the burden of proof with regard to valuables brought into the hotel by guests, such as photos, cash etc. and the hotel shall only warrant up to the maximum amount of the Hotel's third-party liability insurance amount. Articles of daily use which serve to satisfy various material and cultural requirements shall not be classified as valuables, even if they may be of a high value (e.g. camera equipment, video cameras among others). Such articles shall not be replaced by the Hotel.

Articles of the contracting party which are accidentally left in the hotel will only be forwarded to the contracting party if they exceed a value of CHF 10.00 up to 14 days after the hotel stay and at the risk and expense of the contracting party. Thereafter the goods will be handed over to the lost-and-found office, if they have an identifiable value or shall be otherwise disposed of.

Place of jurisdiction

It shall be agreed that the court in Dielsdorf, Zurich, is the competent court having jurisdiction.

Interpretations / provision of a substitute accommodation

The hotelier shall be entitled to make an adequate substitute accommodation available to the contracting party and/or guests (of the same quality), if this is deemed to be reasonable on the part of the contracting party and the interpretation is justified in a material respect. A material justification is, for example, deemed to be given if the room (the rooms) has (have) become impossible to use, already accommodated guests have prolonged their stay, the room(s) has (have) been overbooked or other important company measures require such measure.

Possible additional expenses for the substitute accommodation shall be borne by the hotelier