

General Terms and Conditions (GTC) – Hotel Seehof AG

1. GENERAL.....	2
2. SUBJECT OF THE CONTRACT / SCOPE	2
3. PLACE OF JURISDICTION / APPLICABLE LAW.....	2
4. PRICES / PAYMENT OBLIGATION	2
5. EARLY DEPARTURE.....	3
6. SCOPE OF SERVICES	3
7. PERIOD OF USE.....	3
8. ACTIONS, USE AND LIABILITY	3
9. FURTHER PROVISIONS.....	4
10. STAY / KEY / SECURITY / INTERNET	4
11. PETS.....	4
12. FOOD AND BEVERAGES.....	4
13. SMOKING.....	4
14. LOST PROPERTY.....	4
15. ADDITIONAL CONDITIONS FOR GROUPS.....	4
16. CANCELLATION OF RESERVATIONS	4
17. WITHDRAWAL BY THE HOTEL.....	5
18. FIXED RATE / NON-REFUNDABLE RATE	5

1. GENERAL

These General Terms and Conditions (GTC) govern the legal relationship between the guest/customer (hereinafter referred to as the “Guest”) and Hotel Seehof AG. For simplicity, the term “contract” is used in these GTC regardless of the specific service concerned.

2. SUBJECT OF THE CONTRACT / SCOPE

The contract for the rental of rooms, seminar rooms, and the purchase of other goods and services becomes valid upon written confirmation by the guest or implicitly through conduct.

A reservation made on the day of arrival itself becomes binding at the moment it is accepted by the hotel.

Changes to the contract only become binding for the hotel after written reconfirmation.

Unilateral changes or additions to the contract by the guest are invalid.

The acceptance deadlines for hotel offers are stated in the respective offer under the option date.

After this date, the hotel is no longer bound by the offer.

A reservation expires after the option period if the hotel has not received a signed confirmation copy.

3. PLACE OF JURISDICTION / APPLICABLE LAW

Swiss law shall apply exclusively to all contractual agreements, reservations, additional agreements, and general conditions.

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

4. PRICES / PAYMENT OBLIGATION

All prices communicated by the hotel are stated in Swiss Francs (CHF) and include the statutory value-added tax.

The guest is obliged to pay the agreed or applicable hotel prices for the room rental and for any additional services used.

This also applies to orders placed by accompanying persons or visitors.

Any increase in statutory charges after conclusion of the contract shall be borne by the guest.

Prices quoted in foreign currencies are indicative and will be charged at the current daily exchange rate.

The hotel may require a deposit of up to 80% of the total booking amount.

Instead of a deposit, the hotel may require a credit card guarantee.

Advance payments must be transferred within 30 days after receiving the reservation confirmation and no later than four weeks before arrival.

For short-notice reservations, the hotel requires a credit card guarantee for the entire booking amount.

If the deposit or credit card guarantee is not provided on time, the hotel may withdraw from the contract immediately and charge cancellation fees according to section 16.

Unless otherwise agreed, the final invoice must be paid at check-out on the day of departure in Swiss Francs, either in cash or by accepted credit card.

5. EARLY DEPARTURE

If the guest departs earlier than agreed, the hotel is entitled to charge 100% of the booked services.

6. SCOPE OF SERVICES

The scope of services is determined by the individual reservation confirmed by the guest. Unless otherwise agreed, the guest has no claim to a specific room.

If no rooms are available despite a confirmed reservation, the hotel must inform the guest in time and offer equivalent accommodation in a nearby hotel of a comparable category. Any additional costs for replacement accommodation will be borne by the hotel.

7. PERIOD OF USE

Unless otherwise agreed, the guest may use the rented rooms from 3:00 PM on the day of arrival until 11:00 AM on the day of departure.

If arrival is planned after 9:00 PM, the guest must inform the hotel by 6:00 PM on the day of arrival. Otherwise the hotel may release the room.

If the room is vacated after 1:00 PM, the hotel may charge CHF 50, and after 6:00 PM CHF 100 for late use.

8. ACTIONS, USE AND LIABILITY

Hotel:

The hotel is liable to the guest only within the limits of statutory provisions and only in cases of intentional or gross negligence.

Guests must report defects or disturbances immediately.

The hotel is not liable for valuables, cash, or securities not handed over to the hotel for safekeeping.

Guest:

The guest is liable for all damages or losses caused by themselves, accompanying persons, or event participants.

Third Party:

If a third party makes a reservation for the guest, that party is jointly liable with the guest for all obligations arising from the contract.

9. FURTHER PROVISIONS

If the guest requests services not provided directly by the hotel, the hotel acts only as an intermediary.

Claims for damages by the guest expire absolutely six months after departure.

Advertisements referring to events at the hotel require prior written consent from the hotel. Defamatory or false statements about the hotel on review platforms may be reported to authorities.

10. STAY / KEY / SECURITY / INTERNET

Hotel rooms are reserved exclusively for registered guests.

Passing the room to third parties requires written permission from the hotel.

Room cards remain the property of the hotel. Loss or damage must be reported immediately. A replacement fee of CHF 5 may be charged.

Internet access is free of charge. Guests are responsible for the use of their login data and liable for misuse.

11. PETS

Pets are only permitted with prior approval from the hotel and may incur an additional fee. Pets are not allowed in public areas such as the breakfast room or sauna area.

12. FOOD AND BEVERAGES

All food and beverages must generally be purchased from the hotel.

In special cases (e.g., birthday cakes), a written agreement may be made.

The hotel may charge a service fee or corkage fee.

13. SMOKING

Smoking is not permitted anywhere inside the hotel.

Violation will result in a charge of CHF 350.

14. LOST PROPERTY

Lost property will be returned if the owner can be clearly identified.

Shipping costs and risk are borne by the guest.

Items with unclear ownership will be stored for three months.

15. ADDITIONAL CONDITIONS FOR GROUPS

Group rates apply only with prior agreement and written confirmation.

The final number of guests must be communicated no later than seven days before arrival.

16. CANCELLATION OF RESERVATIONS

Cancellations must be made in writing.

If the guest does not cancel properly, the agreed price remains payable.

Free cancellation:

Winter bookings: up to 14 days before arrival

Summer bookings: up to 7 days before arrival

Group bookings: up to 21 days before arrival

For reservations made through booking platforms, cancellations must be processed through the respective platform.

17. WITHDRAWAL BY THE HOTEL

The hotel may withdraw from the contract free of charge up to seven days before the scheduled arrival date.

The hotel may also terminate the contract immediately for justified reasons such as:

- non-payment of deposits,
- force majeure,
- misleading booking information,
- threats to hotel operations or safety,
- insolvency of the guest,
- illegal purpose of stay.

18. FIXED RATE / NON-REFUNDABLE RATE

The Non-Refundable Rate (NRF) applies to accommodation with breakfast or half board and can be booked up to three days before arrival.

The full amount is charged at the time of booking.

In case of cancellation or modification, the amount will not be refunded.