

General Terms and Conditions for Hotel Reservations

Validity / Conclusion of Contract

The contract is concluded with the written reservation confirmation of the Hotel Schwanen AG Wil.

If the booking guest registers additional guests, he is liable for the entire invoice amount resulting from the reservation.

Services

The specific services of the hotel are based on the reservation confirmation.

If the guest requests services that are not provided by the hotel, the hotel acts only as an intermediary. These services will be charged separately.

Room check-in and check-out

The rooms are available for use by the guest during the agreed time from **2 :00 p.m.** on the day of arrival to **11:00 a.m.** on the day of departure. Any other period of use requires the consent of Hotel Schwanen AG Wil. Unless a later arrival time has been expressly agreed upon or a payment guarantee has been provided by the client, Hotel Schwanen AG Wil has the right to allocate the booked room to someone else after 6:00 p.m., without the guest being able to derive any claims for compensation from this. The guest is not entitled to a specific room, unless otherwise agreed. On express request, we keep a guaranteed room free for a guest until 10.00 p.m. on the day of arrival.

In order to guarantee a room, we need a credit card number. In case of a no-show, we will charge all booked services plus fees via the credit card.

Cancellation policy

If the customer withdraws from the contract, the following cancellation costs must be paid:

Up to a stay of 4 nights, cancellation is possible free of charge until 2.00 p.m. on the day before arrival. For a late cancellation / no-show, the price of all booked services (overnight price + taxes) will be charged.

Group bookings:

For bookings of 5 rooms or more, the following cancellation fees apply:

Up to 21 days before arrival: No cancellation costs

From 14 to 20 days before arrival: 30% of the arrangement price

From 14 days before arrival: 100% of the arrangement price

In all cases, the written receipt of the cancellation at the hotel is decisive for the calculation of the cancellation fees.

Prices and payment obligation

The prices result from the confirmation or price list. Hotel Schwanen AG Wil is entitled to demand a deposit in whole or in part within the scope of the reservation.

The deposit will be credited to the hotel price owed or any cancellation costs. The hotel may require a credit card guarantee instead of a deposit. The deposit must be paid within 10 days of receipt of the confirmation. If the deposit is not paid on time, the hotel may, after the unsuccessful expiry of a grace period of 3 days, dissolve the contract and revoke the contract specified in No. 4.

The guest undertakes to pay invoices from Hotel Schwanen AG Wil before departure or within 15 days of the invoice date without deduction. Hotel Schwanen AG Wil accepts payments in Swiss francs, by TWINT or by credit card (Amexco, Mastercard, Visa, Maestro/EC).

Prices are expressly subject to change.

Liability of the hotel

Hotel Schwanen AG Wil is liable for the items brought in by guests in accordance with the statutory provisions.

There is no liability for slight fault. If the guest is injured or incompatible with the services of the hotels, he shall notify the Hotel Schwanen AG Wil immediately within one working week in writing, otherwise he cannot assert any rights.

Smoking policy

Since 1 May 2010, smoking has been prohibited by law in public buildings as well as in hotels and restaurants. Therefore, please refrain from smoking in the room. Any fire brigade operations will be charged to the perpetrator. If you smoke in the room, this means a lot of cleaning work, which we charge the guest (CHF 150).

Found objects

Lost property will only be forwarded upon request, risk and expense of the guest.

After a 3-month retention period, the lost items will be disposed of.

Euro / Foreign Currencies

Foreign currencies are not accepted due to strong exchange rate fluctuations.

Venue

Swiss law applies exclusively.