

General Terms and Conditions (AGB)

Conclusion of Contract

The provisions of the Swiss Code of Obligations apply to the conclusion of the contract. A reservation is considered valid when payment or a credit card guarantee has been received. We reserve the right to cover cancellation fees directly via the credit card provided as guarantee.

Reservation

A reservation is considered confirmed once the written reservation confirmation has been received by the guest or, for online bookings, upon receipt of the guest's booking confirmation. The hotel reserves the right to pre-authorize an amount up to the full booking costs on the specified credit card. By making a reservation, the guest confirms the accuracy of their personal data. If these conditions are not met, the hotel may cancel the reservation without notice.

Cancellations, Changes and No-Show

Cancellations and changes to the reservation must be submitted to the hotel in writing and require the hotel's approval. If not, the agreed price must still be paid even if the customer does not make use of the contractual services. Cancellations/changes up to 24 hours before arrival are free of charge. In the event of a late cancellation, the first night will be charged at 100% to the provided credit card, unless the room can be re-rented. In the case of a no-show on the arrival day, the first night will be charged in full. The time of receipt of the guest's notification by the hotel is decisive.

Cancellation Conditions for Groups

Group cancellation terms depend on group size and are regulated separately. If no separate cancellation terms exist, the following rules apply:

- Cancellation up to 30 days before arrival: 50% of the expected total revenue
- Cancellation up to 14 days before arrival: 100% of the expected total revenue

Payments and Prices

The customer is obliged to pay the applicable or agreed prices for the room and any additional services used. Prices may be changed by the hotel if the customer subsequently wishes to change the number of rooms, guests, or the duration/timing of the stay, and the hotel agrees. Hotel invoices without a due date must be paid within 30 days of receipt without deduction. The hotel is entitled to declare claims due at any time and demand immediate payment. In the event of default, the hotel is entitled to charge interest. The hotel may demand an advance payment upon conclusion of the contract or thereafter. The amount and due dates of advance payments can be agreed upon in writing.

Disturbances, Operational Limitations

Disturbances such as noise and/or operational limitations do not entitle guests to compensation or refunds.

Compensation and Hotel Liability

The hotel is liable for damages only in cases of intent or gross negligence. Liability for items brought in by the guest is excluded to the extent permitted by law. Claims must be submitted in writing immediately, no later than 5 days after departure; otherwise, the claims shall be considered forfeited.

Room Allocation, Handover and Return

The customer has no right to specific rooms. Booked rooms are available from 2:00 p.m. on the agreed day of arrival. The customer has no right to earlier availability. On the agreed departure day, rooms must be vacated by 11:00 a.m. at the latest.

Registration

For stays exceeding 3 months, the customer is obliged to register themselves and any co-occupants with the residents' registration office of the municipality of Dübendorf. Proof of registration can be requested by the hotel at any time.

Use of Hotel Rooms

The rented rooms may only be used by the persons listed in the reservation confirmation (including children). In the case of over-occupancy, the hotel may charge an additional fee or cancel the accommodation without notice. Rooms are to be used solely for accommodation purposes. Any kind of commercial activity in the rooms is strictly prohibited. Guests are not permitted to make the rooms available to third parties.

Duty of Care

Rooms must be used with care. Consideration should be given to neighbors. Hotel guests are liable for damages or excessive soiling, whether caused intentionally or unintentionally. Any damage caused by the guest or a co-user of the room must be reported to the hotel immediately. Damaged or missing items and equipment will be charged to the guest or debited from the provided credit card. The hotel reserves the right to charge for damages discovered later, or to charge the credit card provided with the reservation. The same applies if the room cannot be re-rented due to unexpected repairs or cleaning. Resulting damages may be charged to the guest.

Internet

The hotel provides free WiFi in all rooms and public areas. Our hardware meets modern standards and is intended for general use (web browsing, email, etc.). Internet use is limited to 2 browser-capable devices per room. Due to high usage, especially in the evening, the hotel cannot guarantee a specific or consistent download speed. The hotel is not responsible for the customer's hardware/software. The internet connection is unsecured and is used at the customer's own risk. The hotel assumes no liability for any damages caused by spam, viruses, spyware, malware, etc. The hotel does not guarantee the speed or service of the internet provider.

Credit Card

The hotel is entitled to request valid credit card details to secure all claims and to store them during the guest's stay. Furthermore, the hotel is entitled to make justified charges to this credit card up to two days after the guest's departure (services, damages, missing inventory, etc.).

Parking

Except for the parking space rented by the guest, it is not permitted to park vehicles on hotel parking spaces. Provision of a space on a hotel parking lot, even for a fee, does not constitute a custody agreement. The hotel is not liable for loss or damage to vehicles parked or maneuvered in the garage, including their contents.

Smoking

Smoking is strictly prohibited in all hotel rooms and public areas. The hotel is a non-smoking establishment. In case of violation of the smoking ban, cleaning costs (starting at CHF 300) may be charged or debited to the provided credit card. Smoking is allowed on balconies.

Lost Property

Lost property is kept for a maximum of 3 months. After this period, the hotel may dispose of the items, charging a reasonable handling fee.

Pets

Keeping animals (including small animals) is prohibited without prior written approval from the hotel.

Applicable Law

Swiss law applies. The exclusive place of jurisdiction is Zurich. Should individual provisions of these general terms and conditions be invalid or void, this shall not affect the validity of the remaining provisions. Unless otherwise agreed, the provisions of the Swiss Code of Obligations (Art. 253ff OR) shall apply. By signing the contract/reservation confirmation or unilaterally confirming a booking, you accept the general terms and conditions.

Dübendorf, 18.10.2024