

General Terms and Conditions – hotel reservations

1 Applicability / conclusion of agreement

The agreement shall come into force on receipt of reservation confirmation by the Hotel Aarehof. If the guest making the booking registers more guests, he shall be liable for the total invoice amount arising from the reservation.

2 Services

The concrete services of the hotel are stated in the confirmation of reservation. If the guest desires services which are not provided by the hotel, the hotel shall act only in the capacity of an agency. Such services shall be settled separately.

3 Possession of room and return

Reserved hotel rooms are only available to the guest for the period agreed in the agreement. Any other term of use requires the approval of the HOTEL Aarehof. Reserved rooms are available to the guest for exclusive use during the agreed term from, at the earliest, 2 p.m. on the day of arrival until 12:00 p.m. on the day of departure. Inasmuch as no later time of arrival has been expressly agreed or the party making the reservation has provided a payment guarantee, HOTEL Aarehof has the right, after 6 p.m., to give away the room to other guests without any claim for compensation being able to be derived from this. The guest has no claim to a certain room with the reservation of any agreement.

Guaranteed rooms

On expressed request, we shall keep a reserved room free for a guest until 12:00 p.m. of the day following the day of arrival. So that we can guarantee the room, we require a credit card number. In the case of a no-show, we shall settle one night plus charges on the credit card. The room can be cancelled up until 12:00 p.m. one day before arrival at no charge.

4 Cancellation conditions

If a customer withdraws from the agreement, the following cancellation costs shall become due:

up to a stay of 3 nights, cancellation is possible at no cost up until 12 a.m. the day before arrival. For later cancellation / no-show, the price for 1 night incl. all services booked shall be charged. For a stay of more than 3 nights or for more than 5 rooms, the following cancellation conditions shall apply:

- up until 1 month before arrival:
no cancellation costs
- up until 14 days before arrival:
50% of the arrangement price.
A max. of 10% of the room can be cancelled at no cost.
- less than 14 days before arrival:
100% of the arrangement price.,
max. 5% of the room can be cancelled at no cost.

Decisive for the calculation is notification of the cancellation in writing or by telephone at the hotel.

Modifications to the cancellation conditions during trade fairs and heavily booking times are expressly reserved.

5 Prices and obligation to pay

The prices can be seen from the confirmation or the price list. The Hotel Aarehof is entitled to demand a down payment, fully or partly, amounting to the scope of the reservation.

The down payment shall be counted towards the owed hotel price or any cancellation costs. The hotels can, instead of a down payment, also demand a credit-card guarantee. The down payment shall be made within 10 days of receipt of the confirmation. If the down payment is not made in good time, the hotel can cancel the agreement after an unsuccessful period of 3 days and demand the cancellation costs stated under no. 4. The guest undertakes to pay invoices of Hotel Aarehof without deduction before departure or within 20 days of the invoice date. Should our invoice not be paid by 30 days, we shall charge default interest of 5%. The Hotel Aarehof accepts payment in Swiss franc, euro or by an accepted credit card (Mastercard, Visa, Maestro/ EC). Above a threshold of CHF 2000.00 we charge a commission rate of 1.5%.

Price amendments are expressly reserved.

6 Liability of the hotel

The Hotel Aarehof is liable for items brought into it by the guest in accordance with the statutory conditions. No liability is accepted for slight negligence. If the guest should suffer injury or not be satisfied with the services of the hotel, he shall notify the Hotel Aarehof of this without delay; otherwise he can not assert any rights. All demands towards the hotel shall be time-barred after 6 months of the end of the agreement inasmuch as no compelling statutory provisions envisage longer periods.

7 Found items

Found items shall only be sent on at the request of the guest and at his risk and expense. Otherwise, the items shall be disposed of after a period of 3-months' custody.

8 Euro / foreign currency

The conversion to euro shall take place at the average rate.

9 Place of jurisdiction

The parties agree on Lenzburg (Switzerland) as the sole place of jurisdiction. Only Swiss law shall apply.

Wildegg, 9th of July 2018