

## General terms and conditions for events

### Basis for invoicing

The number of persons specified 24 hours before the start of the event is taken as the basis for invoicing.

We issue the total invoice after the event in CHF and would ask you to settle within 20 days. The hotel reserves the right to require a 50% advance payment.

### Arrival and departure

Rooms are available from 3 pm on the day of arrival. Booked rooms can be used until 12 midday of the departure day.

### Event cancellation terms

90 to 61 days before arrival	25 % of lost revenue
60 to 31 days before arrival	50 % of lost revenue
30 to 3 days before arrival	75 % of lost revenue
2 to 0 days before arrival	100 % of lost revenue

In the case of weddings, an advance payment is required. This covers any short-term cancellation which would prevent the facilities from being available for other events.

If Seehotel Sternen has justified reason to assume that the event might disrupt smooth operations or impair the security or reputation of the hotel, Seehotel Sternen is entitled to cancel the reservation agreement at any time without compensation.

### Room cancellation terms

1 to 4 rooms	up until 2 days before arrival	free of charge
5 or more rooms	up to 14 days before arrival	free of charge

If you do not cancel within the free period, we automatically charge the amount of the entire stay to the credit card number provided. You subsequently receive the no-show invoice by post or e-mail.

1 to 4 rooms	from 2 days before arrival	100 % of the entire stay
5 or more rooms	from 14 days before arrival	50 % of the entire stay
5 or more rooms	from 2 days before arrival	100 % of the entire stay

If you depart earlier than planned (e.g. due to a poor weather forecast), please note that we charge you for your entire stay as booked.

### Third-party services

We will be happy to put you in touch with third parties to organise technical or other facilities such as decorations. The ordering party is liable to pay all costs of procurement and is also responsible for careful treatment and orderly return of the material.

### **Liability**

Seehotel Sternen does not accept any liability in the event of theft or damage to objects, clothes or materials brought into the hotel.

The customer is liable to Seehotel Sternen for all damage and losses caused by the customer, their assistants or participants, without Seehotel Sternen having to provide evidence of culpability.

### **General information**

Should you require additional rooms, please inform the management in good time before the event.

We charge a supplement for short-term changes to the programme such as seating or menu changes.

Fireworks and outdoor performances are prohibited under fire regulations from 10 pm onwards.

Seehotel Sternen does not accept any liability for cloakroom deposits.

Please note that you may not take away the leftovers of the brunch buffet with you.

### **Place of jurisdiction**

In the event of any dispute arising between the ordering party and Seehotel Sternen, the sole place of jurisdiction is Horw. Swiss law is applicable.

### **Material**

All hotel facilities and any utensils provided for use are to be treated with care. Please discuss the attachment of decoration materials or other items in advance with the management. Any damaged or missing items will be charged to the customer.

### **Options**

Option dates are binding for both parties. After the option period has expired, the hotel can dispose of all rooms if a written order confirmation has not been signed by both parties.

### **Reservations**

Reservations made for hotel rooms or for seminar and banquet facilities are binding. Capacity released by the customer is resold by us. Provisional reservations are possible, but a final decision has to be made on request.

### **Hall use**

The period of time stipulated in the order confirmation is taken as the basis. Extensions are to be agreed on with the management. In the case of events lasting beyond midnight, we charge CHF 4.50 per person for every hour or part thereof. There is no financial reimbursement if the period of use is shortened.

### **Food and drink**

Food and drink must always be ordered from Seehotel Sternen. Exceptions such as corkage have to be agreed on in writing with the management. We charge a corkage rate of CHF 35.00 per 75 cl bottle for drinks brought in from outside. Food which has been ordered by the customer but not eaten is subject to a charge if this is a result of cancellation by more than three people. Changes or cancellations are subject to a charge unless you inform us at least 24 hours in advance in writing or by telephone.

### **Participant numbers at events**

The customer undertakes to inform Seehotel Sternen of the definitive and binding number of participants as early as possible and no later than 48 hours before the start of the event. Seehotel Sternen reserves the right to charge the full costs if fewer participants attend than the number originally stated.

### **Insurance**

Seehotel Sternen does not accept any responsibility or liability for theft and damage to objects and clothes guests bring with them and to parked cars. Neither are we liable for demolished parking space bars or for parking tickets issued due to illegal parking along the lakeside promenade.

### **WIR**

Please note that we do not accept WIR as a means of payment.

### **Payment terms / cancellations**

In the case of bookings of up to 10 hotel rooms, payment must be made no later than the day of departure. In the case of bookings of 10 rooms or more, we reserve the right to require an advance payment of 80% of the agreed room rate.