

General Terms and Conditions of Business for Rooms

Scope of application

The General Terms and Conditions (GTC) apply to all contracts and agreements pertaining to the rental of conference, banquet and event facilities and hotel rooms at hotel Buchserhof (hereinafter referred to as hotel) as well as for events such as banquets, seminars, conferences, etc. and for all other related services provided by the hotel, such as meals and accommodation. The current GTC are also published on the hotel's website.

Conclusion of contract

A reservation or booking of services only becomes final and binding upon written confirmation by the hotel.

Cancellation/no show

A booking has to be cancelled in writing. Bookings for rooms only can be cancelled without charge as follows:

Booking of 1 to 3 rooms: until 6 p.m. the day before arrival

Booking of 4 to 9 rooms: up to 3 days before arrival

Booking of 10 to 14 rooms: up to 7 days before arrival

If these periods are exceeded, one night of the booked services is charged. This applies not to nonrefundable/non-cancellable rates.

The following conditions apply for block bookings of 15 rooms and more:

Up to 60 days before arrival no charges

59 to 30 days before arrival 30%

29 to 7 days before arrival 60%

Within one week before arrival 90%

The calculation is based on the number of rooms, incl. all booked services as stated in the definitive booking confirmation.

Check-in/check-out times

Check-in from 2 p.m.

Check-out until 11 a.m.

Subject to availability late check-out is possible but will be charged:

1 p.m. – 3 p.m. + CHF 50.00 per room

3 p.m. – 5 p.m. + CHF 80.00 per room

from 5 p.m. 100% of the room price

Parking spaces

Empty parking spaces at the hotel are available to hotel guests. Parking spaces cannot be reserved.

Smoking

Smoking is not permitted in any of our rooms, event facilities and public areas. If guests nevertheless smoke in their rooms, we shall charge additional cleaning costs of at least CHF 100.00. Damages will be charged separately.

Liability

The hotel does not accept any liability at all for theft or damage to goods, luggage, items and materials brought along by guests.

Guests are liable to the hotel for any damage to the furnishings or inventory.

Prices and payment terms

All prices are quoted in Swiss francs (CHF) and include service and VAT.

The hotel reserves the right to request a credit card guarantee or the payment of a deposit. In this case, the booking only becomes definitive after the deposit has been paid. The deposit will not be repaid if the booking is cancelled during the chargeable cancellation period.

We accept cash as well as the following cards for payment: Mastercard, VISA, Diners, EC-Direct/Maestro and Postcard.

If payment is made in a foreign currency, the amount is calculated at the applicable daily exchange rate.

Invoices are payable net within 30 days of receipt of the invoice. All bank fees or exchange rate differences are charged to the invoice recipient.

Applicable law

Swiss law applies exclusively. The place of jurisdiction is Buchs SG

Buchs, in June 2020