



STUDIENZENTRUM  
GERZENSEE

HOTEL SCHLOSS GERZENSEE

## General Terms and Conditions

### 1 Business opening hours and services

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#### 1.1 Business opening hours

Hotel Schloss Gerzensee is open from Monday to Friday ongoing from 7:00 am to 6:00 pm and, upon request, also on weekends and in the evening.

#### 1.2 Restaurant and banquet operation

Daily set menus are offered in the restaurant from Monday to Friday, or banquet menus for groups. The hotel is open on weekends for events involving 20 people or more and/or overnight stays.

### 2 General conditions

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#### 2.1 Reservations

Reservations of rooms and hotel rooms, as well as agreements for other services, are considered definite upon receipt of the order confirmation.

#### 2.2 Billing times / Technical issues

Our facilities are available to you throughout the entire rental period. For use of the facilities beyond the times agreed to (e.g. for setting up on the previous day) rent will be charged according to the pricelist. Prices for services by our technicians and all other technical aids are found on our pricelist.

#### 2.3 Obligations

To ensure the smooth running of your event, we expect to receive all pertinent information regarding the setting up of the facilities, the necessary technical aids and the detailed programme agenda 30 days in advance, at the latest.

Deviations or changes will be billed according to the cancellation conditions.

### 3 The bringing of food and beverages

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The event holder, their participants and guests may only bring food and beverages to Hotel Schloss Gerzensee upon prior written agreement. A service fee to cover the general costs will be charged in such cases (e.g. corkage fee).

### 4 Fireworks

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Sky lanterns, open fires and all fireworks (except for fountains) are not permitted on the property of Hotel Schloss Gerzensee.

### 5 Photo and film sessions

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Photo and film sessions are not permitted on our property without prior permission from the foundation and Hotel Schloss Gerzensee. Such permission must be requested at least one month in advance and is subject to charge.

### 6 Billing and payment conditions

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#### 6.1 Billing

Unless otherwise agreed with the event holder, all defined services will be booked to the total bill. All additional services (phone conversations made from rooms, consumption at the bar, etc.) will be billed to each guest/participant upon departure. The holder of the event shall be liable in the event of non-payment of such bills.

Services ordered yet not used during the event, as well as no-shows, will be billed at 100%.

Billing is based on the headcount notified 48 hours before the event.

Unforeseen additional expenses during the event, which were not listed in writing, will be billed according to the expense incurred.

#### 6.2 Payment conditions

Unless other special, written agreements have been made, the following payment conditions apply:

Two months in advance of the event, Hotel Schloss Gerzensee bills 25% of the anticipated total costs. The final bill must be paid within 30 days of the billing date.

Billing is made in CHF, including VAT.

### 7 Liability

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#### 7.1 The event holder's liability

The event holder is liable towards Hotel Schloss Gerzensee for all damages and losses caused by them, their support personnel or participants. Hotel Schloss Gerzensee is not obligated to provide proof to the event holder.

To avoid any potential damage, the installation of decorative materials and other objects is always to be discussed with Hotel Schloss Gerzensee.

Insurance for objects, clothing and materials brought to the event is to be provided by the event holder.

The event holder is responsible for ensuring that such materials meet the fire and safety requirements.



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## 7.2 Hotel Schloss Gerzensee's liability

Hotel Schloss Gerzensee waives all liability for theft and damages incurred by the event holder, participants, guests, speakers or to materials provided by third parties. This also applies to the theft of or damage to parked or manoeuvring motor vehicles.

## 8 Cancellation by Hotel Schloss Gerzensee

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If no definite reservation exists in writing, then Hotel Schloss Gerzensee reserves the right to cancel existing agreements at any time.

Furthermore, the hotel is entitled to cancel the reservation due to unforeseen or extraordinary circumstances. Such circumstances include force majeure or other reasons for which Hotel Schloss Gerzensee is not responsible or over which it has no influence.

Should the hotel cancel for the above-listed reasons, the customer has no claim to compensation.

## 9 Cancellation conditions

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### 9.1 Cancellation

60 to 15 working days before the event:  
50% of the room rental will be billed.

14 to 6 working days before the event:  
80% of the room rental will be billed.

5 to 3 working days before the event:  
100% of the room rental will be billed.

Two working days before the event:  
100% of the entire services will be billed.

## 9.2 Partial cancellation

Cancellations of hotel rooms are considered to be partial cancellations which will be billed as stipulated in section 9.1 (facility room rental excluded).

## 10 Extension

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As of 12:00 midnight, for each additional hour and part thereof, an extension surcharge of CHF 200 will be billed, and from 100 people, CHF 300. A maximum extension until 2:00 am can be requested in advance. The music may play until 2:00 am.

## 11 Check-in / Check-out

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Check-in time: from 2:00 pm. Arrivals after 6:00 pm must be notified. Check-out time: 10:00 am

Late check-out must be reserved in advance and subject to charge.

– Check-out by 12:00 noon: 25% of the room price

– Check-out by 3:00 pm: 50% of the room price

– Check-out by 6:00 pm: 75% of the room price

– Check-out by 8:00 pm: 100% of the room price

## 12 Final provisions

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Contract changes to these general business terms and conditions must be made in writing. Swiss law applies. The court of jurisdiction is Dübendorf

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The event holder confirms he/she personally has read and understood the general business terms and conditions of Hotel Schloss Gerzensee and state his/her agreement to them in the name of the customer.

Place and date

Signature / Stamp