



## General Terms and Conditions

### 1. Conclusion of contract

The conclusion of contract is governed by the provisions of the Swiss Code of Obligations. A reservation is considered as confirmed once a deposit or credit card guarantee is received. We reserve the right to charge cancellation costs to the credit card provided to us by way of guarantee.

### 2. Price and Payment Methods

The prices are those agreed in the conclusion of contract or stated on the underlying price list. Our prices are in Swiss francs (CHF), and include service and VAT. Unless otherwise agreed meals are not included in the room rates except breakfast. We accept the following means of payment: American Express, Mastercard, Visa, Maestro, Postcard and cash. We ask for your understanding if personal checks are not accepted. Banking details are as follows:

#### **Betriebsgesellschaft Vitznauerhof AG**

**Account No.** 1887.6547.2001

**IBAN:** CH26 0077 8188 7654 7200 1

**Clearing No. (SIC):** 00778

**BIC/SWIFT-Code:** LUKBCH2260A

### 3. Rooms / Cancellations

#### **Check-in/check-out**

Your room will be available from 3 pm on the day of your arrival. We kindly ask you to let us know if you are planning to arrive after 6 pm. Check-out time is at 12 noon on the day of departure. Late Check-Out on request.

#### **Cancellations**

Rooms may be rebooked or cancelled without charge up until 3 pm five days prior to arrival. This gives us the opportunity to re-let the room, thereby saving you the costs. In the event of a rebooking, no-show or cancellation after the set deadline or in the event of a premature departure we reserve the right to charge one to three nights, depending on the length of stay. Should the hotelier incur any losses due to a failure on the part of the guest to honor his obligations (late cancellation, no-show, late arrival, early departure), the guest will be held liable in accordance with the relevant provisions of the Swiss Code of Obligations (OR 97ff and OR 264 respectively).

#### **Room amenities**

Our rooms are equipped with: terry bathrobe and slippers, hairdryer, direct dial telephone, radio / TV, CD / DVD player, minibar filled with water, safe, complimentary WiFi, toiletries and desk. In the suites Nespresso coffee makers and Play Station. The rooms are non-smoking. Air conditioning is not available. A generous buffet with various types of tea, mineral water, fruit and pastries is available for you on every floor free of charge.

#### **4. Parking**

Parking spaces are available for our guests. The parking space costs CHF 10 per night. We would like to point out that the hotel cannot be held liable for parking damage to the vehicle.

#### **5. Pets**

Pets are welcome throughout the hotel and in the Inspiration restaurants as well as on the Panorama Terrace! Pets are not allowed in the Sens restaurant. We ask for your understanding.

We charge CHF 35 per night, without food, for one or two pets. We reserve the right to charge you for any damage caused by pets.

#### **6. Hotel Vitznauerhof - SPA**

Our spa team is there to help you select the treatments of your choice and arrange your appointments.

We kindly ask you to book your appointments well in advance.  
Call direct: +41 (0)41 399 77 77 or Email: [life-is-better@lake-spa.ch](mailto:life-is-better@lake-spa.ch)

#### **7. Liability of the Hotel**

The Hotel is liable for all items brought onto the premises by guests in accordance with statutory provisions. Liability for minor negligence is expressly excluded. Should a guest come to harm or be dissatisfied with the Hotel's services, he is to notify the Hotel immediately; otherwise he will no longer be able to assert any rights. Should the Hotel fail to provide the agreed number of hotel rooms, it is liable to the customer for the losses incurred, provided such losses can be demonstrated. Should the Hotel be unable to provide the reserved rooms on the guest's arrival, it will arrange equivalent alternative accommodation in another hotel and pay for all additional costs such as transport, accommodation, etc., over and above the original prices as contracted. As a matter of principle all claims against the Hotel become statute-barred within six months of the guest's departure, providing the mandatory statutory provisions do not specify longer periods.

#### **8. Final provisions**

Any amendments or additions to the contract or the reservation confirmation are to be made in writing whenever possible. Unilateral amendments or additions are null and void. In signing the contract/reservation confirmation or in unilaterally confirming a booking, you accept the General Terms & Conditions. This contract is subject to Swiss law exclusively. Canton Lucerne / Switzerland is agreed as the exclusive place of jurisdiction by the contracting parties.

**July 2022**

All the documents published before this date are invalid.