

Terms and Conditions (GTC)

Validity

The GTC apply to all reservations for private or corporate customers at the Hotel and Restaurant neuhaus zum see.

Any varying conditions are valid only upon written agreement.

Offers

Unless otherwise stated, offers are valid for 30 days from their date of issue. If there is no confirmation from the guest, then the Hotel and Restaurant neuhaus zum see reserves the right to freely dispose of the rooms and accommodations.

Reservations / conclusion of contract

Reservations are binding as soon as an offered service has been confirmed in writing.

Prices

All prices are clearly listed in the offer and include the valid Swiss VAT rates. Tourist taxes will also be charged if not otherwise stated.

Terms of payment

Payment terms are 14 days from the date of invoice

A default interest of 5% will be charged if payment is not made after a period of 30 days.

The following payment methods are accepted: Swiss Francs, Euro, Maestro, Mastercard, Postcard, Visacard, and REKA.

Arrival and departure

Rooms are available from 15:00 on the day of arrival and until 11 am on the day of departure. Early check-in and late check-out may be possible upon consultation with the reception. If the guest occupies the room longer without prior agreement, 50 percent of the room rate may be additionally charged for departures before 18:00 and 100 percent of the room rate may be charged for departures after 18:00.

Pets

Dogs are welcome in the hotel and restaurant. Dogs must be kept on a leash throughout the premises, including corridors and all communal areas. CHF 15.- will be charged per dog and night (not including food). Owners are liable towards the hotel and third parties for any damage caused by their pets. Dogs may not be brought to the breakfast buffet.

Parking spaces

Use of the parking area is subject to charge for day visitors and restaurant guests.

Outdoor parking is free for hotel guests.

The parking card for hotel guests is available at the reception and must be clearly displayed behind the windscreen.

We accept no liability for any damages to vehicles.

Participant numbers

The organizer is obliged to communicate the definite number of participants for tour groups and group events to the hotel 48 hours before arrival or before the event. This participant number is binding and will be invoiced accordingly.