

General Terms and Conditions (GTC)

Validity

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

Deviating conditions are only valid if agreed in writing.

Offers

Unless otherwise stated, offers are valid for 30 days from the date of issue. Without feedback from the guest, the Hotel and Restaurant neuhau zum see is then free to dispose of the premises and rooms as it sees fit.

Reservations / Conclusion of contract

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

Prices

The prices are shown in the order and include the applicable Swiss VAT rates. Unless otherwise stated, visitor's taxes will be charged additionally.

Terms of payment

Invoiced amounts are payable within 14 days.

After a period of 30 days, interest on arrears of 5% will be charged.

The following means of payment are accepted: Swiss francs, euros, Maestro, Mastercard, Postcard, Visacard, and REKA.

Arrival and departure

Rooms are available to guests from 3 p.m. on the day of arrival and must be vacated by 11 a.m. on the day of departure. Upon agreement with reception, rooms may be occupied earlier or vacated later. If the guest uses the room for longer than agreed without prior arrangement, 50 percent of the daily room rate may be charged for departures before 6 p.m. and 100 percent for departures after 6 p.m.

Pets

Dogs are welcome in the hotel and restaurant. Dogs must be kept on a leash in the corridors, in the public areas, and throughout the grounds.

A fee of CHF 15 per dog per night (excluding food) will be charged.

The owner is liable to the hotel and third parties for any damage caused by pets.

Dogs are not allowed at the breakfast buffet.

Parking spaces

The parking lot is subject to a fee for day visitors and restaurant guests.

Outdoor parking spaces are available free of charge for hotel guests.

The parking card for hotel guests is issued at the reception desk and must be placed in a clearly visible position behind the windshield.

No liability is accepted for damage to vehicles.

Number of participants

The organizer is obliged to inform the hotel of the final number of participants for group trips and group events at least 48 hours before arrival or before the event. The number of participants reported in this way is binding and will be invoiced accordingly.

Cancellation policy

Seminars/events

Cancellations of seminars and events must be communicated to the hotel by the customer as early as possible and in writing. If the reservation is canceled in full through no fault of the hotel, the hotel will charge the customer the following cancellation fees for the reserved service.

Larger events

From 6 months before the event	Flat rate of CHF 200.00
From 30 days before the event	20% of the agreed costs
From 20 days before the event	50% of the agreed costs
From 4 days before the event	100% of the agreed costs

Smaller events

Up to 10 days before the event	free of charge
From 5 days before the event	80% of the agreed costs
From 4 days before the event	100% of the agreed costs

*The last reported number of persons is decisive.

Room reservations for up to 5 rooms

Cancellations up to 5 days before arrival are free of charge.
For cancellations less than 5 days before arrival, a maximum of 3 nights will be charged in full.
Early departures are considered cancellations and will also be charged in full up to a maximum of 5 nights from the date of notification of departure.

Room reservations for 6 rooms or more

Cancellations up to 30 days prior to arrival: no charge
Cancellations between 30 and 15 days prior to arrival: 25% charge
Cancellations between 14 and 8 days prior to arrival: 50% charge
Cancellations from 7 to 3 days prior to arrival: 75% charge
Cancellations after the 3rd day prior to arrival,
as well as no-shows and early departures: 100% charge

Liability for damage

The guest is liable for damage caused intentionally or negligently to the property of Neuhaus Manor Farm AG, employees, and third parties.
The hotel is liable within the scope of the provisions of the Swiss Code of Obligations.
The hotel accepts no liability for services arranged on its behalf.

Lost property

Lost property will only be forwarded on request and at the guest's risk and expense. Lost property will be kept on the premises until the end of the respective year. After that, it will be forwarded to the official lost property office in Interlaken. The hotel is not liable for loss or damage during return by post or courier.

Partial invalidity

Should one or more provisions of these General Terms and Conditions be wholly or partially invalid or prove to be unenforceable, this shall not affect the validity of the remaining provisions. Provisions that are partially or wholly invalid or unenforceable shall be replaced by relevant statutory provisions. The remaining provisions of the General Terms and Conditions shall remain unaffected and shall remain binding.

Place of jurisdiction

Legal disputes shall be settled exclusively by the court responsible for the municipality of Unterseen BE.
Swiss law shall apply exclusively.