

## TERMS AND CONDITIONS

### 1. SCOPE OF APPLICATION / PLACE OF JURISDICTION

These Terms and Conditions apply to the Guesthouse Kalkbreite and Guesthouse Zollhaus of the Kalkbreite Cooperative based in Zurich for the provision of hotel rooms for the accommodation of customers, as well as all other services and deliveries provided by the Guesthouse in this context.

The customer's Terms and Conditions do not apply.

The Terms and Conditions are also available in German. In the event of deviations, the German version shall prevail.

Swiss law shall apply exclusively to all contracts, reservations, any additional agreements and general terms and conditions.

### 2. CONCLUSION OF CONTRACT

The following guarantees are valid for a room reservation:

Credit card (Visa, American Express, Diners Card, Mastercard, JCB)

### 3. ROOM HANDOVER AND RETURN

Booked rooms are available to the customer from 16:00 on the agreed day of arrival. The customer is not entitled to occupy the room earlier.

On the agreed day of departure, the rooms must be vacated and made available to the Guesthouse by 11:00 a.m. at the latest. The Guesthouse will charge CHF 60 for use in excess of the contract.

### 4. GUARANTEE / MEANS OF PAYMENT / INVOICE

When booking, the guest's credit card details are deposited as a guarantee.

The guest will be asked to pay the cost of their stay online before arrival. All major credit cards and TWINT are accepted as means of payment. Before the guest can request their access code and room number online, they must have paid all costs.

Group bookings are excluded from this process and are handled separately.

#### 4.1 CHANGING THE BILLING ADDRESS

Changes to the billing address can be made by the guest during the online check-in process. No changes are possible after check-out.

## **5. GROUP RESERVATIONS**

Groups within the meaning of these Terms and Conditions are travel groups with a minimum number of 4 booked rooms.

After receipt of the booking request, a provisional booking will be made. Only after receipt of the credit card details will the booking be considered final. The total cost of the group booking will be charged to this credit card 1-4 days before arrival.

All communication will be via the named booker. If the e-mail addresses of the guests have been provided, correspondence regarding the registration form and check-in will be sent directly to the guests. The access code and room number are therefore not sent to the booker, but to the guest. It is not possible to send this information to two e-mail addresses.

## **6. CANCELLATION CONDITIONS**

Cancellations must be made in writing or directly in the booking tool.

The following cancellation conditions apply:

### **6.1 INDIVIDUAL BOOKINGS**

- Up to 3 days before arrival: free of charge.
- From 2 days before arrival: 100% of the total room price.

### **6.2 GROUP BOOKINGS**

- Up to 20 days before arrival: free of charge.
- 20 to 10 days before arrival: 50% of the package price.
- 10 to 0 days before arrival: 100% of the package price.

## **7. NO SHOW / EARLY DEPARTURE**

In the event of a no-show without cancellation, all costs of the stay will be charged or debited to the credit card.

If the guest departs early, the Guesthouse is entitled to charge 100% of the total booked services.

## **8. DAMAGE TO PROPERTY / NON-SMOKING / LOSS OF KEYS**

Stolen items (including towels) will be charged to the guest's credit card at the new price. Damage will be commissioned to suitable craftsmen for repair and the invoice amount will then be charged to the credit card. A fee of CHF 200 will also be charged for the work involved. For security reasons, the estimated amount of damage can be charged immediately upon discovery of the damage. As soon as the definitive amount is known, the difference will be credited or debited.

The Guesthouse rooms and the interior of the Kalkbreite Cooperative are smoke-free. Guests who smoke in their room will be charged a fee of CHF 150.

If the room key is lost, the guest will be charged the total cost of a replacement.

## **9. LIABILITY / DUTY OF CARE**

The hotel room is to be used by the customer with the utmost care. The customer or the company must pay for any damage caused. The hotel declines all liability for theft etc. and in relation to third-party services. In addition, the hotel shall only be liable in the event of intentional or grossly negligent contractual or non-contractual direct damage. Any further liability is excluded.

## **10. ANIMAL HUSBANDRY**

Animals may only be brought into the hotel with the prior consent of the hotel and for a special fee. The guest who brings an animal to the hotel is obliged to keep or supervise this animal properly during his stay or to have it kept or supervised by a suitable third party at his own expense.

## **11. FUNDS**

Lost property will be forwarded if ownership is clear and the residential/business address is known. The guest shall bear the costs and risk of forwarding.

## **12. DATA PROTECTION**

The data protection regulations can be viewed at: <https://www.kalkbreite.net/datenschutz/>

## **13. FINAL PROVISIONS**

In addition to the Terms and Conditions, further provisions and booking conditions may apply which take precedence over the Terms and Conditions. Amendments or additions to the accepted offer or these GTC should be made in writing. Unilateral amendments or additions by the customer are invalid.

Should individual provisions of these GTC be or become invalid or void, this shall not affect the validity of the remaining provisions. In all other respects, the statutory provisions shall apply.