



GENERAL TERMS AND CONDITIONS FOR BOOKING CONFERENCE AND FUNCTION ROOMS

1. Reservation and other services

Once confirmed in writing, the reservation of conference and functions rooms are binding, including all agreed arrangements of deliveries and services.

2. Tariffs

All invoices from **HOTEL SÄNTIS BETRIEBS AG** must be paid in full within 30 days. **HOTEL SÄNTIS BETRIEBS AG** has the right to demand advance payment.

3. Number of participants

HOTEL SÄNTIS BETRIEBS AG expects to be informed by the customer of the final number (guaranteed amount) by a maximum of 2 working days before the event date. In the case of a discrepancy in the stated number of participants on the day of the event **HOTEL SÄNTIS BETRIEBS AG** will calculate the minimum number booked in advance. One specific exception to this rule is in the case of funeral gatherings.

4. Cancellations

a) If your event has been confirmed in writing, but cannot take place, without this being the responsibility of **HOTEL SÄNTIS BETRIEBS AG**, **HOTEL SÄNTIS BETRIEBS AG** can insist on the right to monetary compensation, depending on the time of the (written) cancellation as follows:

1. Up to 30 days before the date of the event : No fee necessary
2. 29. to 15. days : payment of 50 % of the total fee
3. 14. to 8. days : payment of the total amount
4. 7. to 3. days : payment of the total amount plus 50 % of the loss of food and beverage sales. Without other specification the minimum agreed Menu price multiplied by the total amount of participants applies.
5. Less than 3 days : Gross amount plus 100 % of the loss of food and beverage sales corresponding to clause 4.

Any arranged additional services, which owing to the cancellation cannot be used, will also be charged in this case.

b) If **HOTEL SÄNTIS BETRIEBS AG** suspects the event may threaten the smooth-running of the business, the safety or the reputation of **HOTEL SÄNTIS BETRIEBS AG**, **HOTEL SÄNTIS BETRIEBS AG**, has the right to cancel the event with no compensation.

5. **Additional night-time charges** The serving staff working at events which continue after midnight will be calculated with an additional charge after midnight.



6. Damages

a) The customer is responsible for any losses and damages caused by their employees or guests. They are obliged to arrange all necessary insurance. **HOTEL SÄNTIS BETRIEBS AG** may demand proof of this insurance. In order to prevent damage to the walls, permission must be given from **HOTEL SÄNTIS BETRIEBS AG** before any decoration material or other objects are attached to the walls.

In any event the customer must guarantee that any material and equipment applies with all fire regulations and police requirements. **HOTEL SÄNTIS BETRIEBS AG** may demand specific proof of this.

b) **HOTEL SÄNTIS BETRIEBS AG** is only liable for loss or damage of items brought into the hotel in a clear case of blame.

7. Third party performance

If **HOTEL SÄNTIS BETRIEBS AG** organizes technical or other equipment from a third party according to the wishes and agreement of the customer, **HOTEL SÄNTIS BETRIEBS AG** may deal in the name and account of the customer. The customer is responsible for the careful treatment and agreed return of any such items. **HOTEL SÄNTIS BETRIEBS AG** remains free from all claims from third parties.

8. Food and Beverage

Food and beverages must to be obtained from **HOTEL SÄNTIS BETRIEBS AG**. In special cases (national specialties, etc.) the customer may be subject to a service charge, with prior agreement (for instance a cork charge, if the wine is not supplied by us).

9. Test Meal

We are happy to organize a test meal for you with a charge. However please understand that it might not be possible to prepare all the dishes from our meal suggestions (eg. loin of veal, roast beef, etc.) for just 2 or 4 persons. Please also be aware that seasonal fruit and vegetables can change depending on the time of year.

10. Musical Entertainment

The following conditions apply for booking musical entertainment:

1. The music volume must be kept at a level so as not to disturb other hotel guests and neighbours.
2. Before agreeing to a contract with musical performers, please respect the rule that all musical entertainment must cease at 1:30am. Of course we might allow a short encore.
3. Electronically amplified music or otherwise loud music must be kept at a reasonable level after 11:30pm out of consideration for our other guests and neighbours.
4. Carnival bands and similar entertainment are not allowed after 10pm.



11. Newspaper articles / other advertisements

Newspaper articles and other advertising about events taking place in the hotels of **HOTEL SÄNTIS BETRIEBS AG** must receive permission in advance from the **HOTEL SÄNTIS BETRIEBS AG**. If any events/information are publicly announced without prior permission, **HOTEL SÄNTIS BETRIEBS AG** has the right to cancel the event; in such cases the above-mentioned clause 4 (cancellations) applies.

12. Insurances

HOTEL SÄNTIS BETRIEBS AG declines any responsibility for theft of or damages to any objects, clothing or items brought into the hotel.

13. Miscellaneous

a) Appenzell is stipulated as the place of execution and court of jurisdiction. **HOTEL SÄNTIS BETRIEBS AG** also has the choice to file a suit in the customer's place of residence.

b) The general rules and conditions along with the legal foundations of finalised contacts are subject to Swiss laws.

c) If a term of these general conditions is invalid, this does not affect the validity of the other conditions in any way. Instead of the invalid clause the nearest possible term is valid.

d) Any changes to agreements and arrangements are only valid in writing.

All prices include VAT.

Appenzell, April 2019