



General Terms and Conditions

1. Scope of agreement

These General Terms & Conditions govern the legal relationship between you and Hotel Glockenhof (Stiftung zum Glockenhaus). The reservation/order confirmation or the quote that you reconfirmed shall form the basis of this agreement.

1.1. Validity of reservation option

Data related to the reservation option (quotes, order confirmations, etc.) will be deemed binding for both parties. At the end of the option period, the reserved facilities/rooms will automatically be placed at the disposal of Hotel Glockenhof.

1.2. Deadline

Unconfirmed room reservations will be guaranteed until 4 pm on the arrival date. If the guest has not arrived by 4 pm, then the room will automatically be placed at the disposal of Hotel Glockenhof.

1.3. Online booking / Internet reservations

The following provisions apply to reservations made via the online booking engine: Reservations may only be made using a valid credit card number. The credit card automatically secures the reservation. If incorrect credit card information is provided, then the reservation will not be guaranteed, even if an automated reservation confirmation was issued. Reservation cancellations must be made no later than 24 hours before arrival, otherwise the credit card will be charged at the reserved rate for the first night.

2. Cancellation

2.1. Hotel room

Room reservations that have been confirmed for a later arrival (either by credit card or company guarantee) will remain reserved for the entire night. Cancellations made at least 24 hours before arrival will not incur a fee. In the case of late cancellations, postponements or no-shows, your credit card will be charged for the first scheduled night of your stay. The reservations for any following nights will then be cancelled automatically, unless we hear otherwise from you. In the case of a cancellation made after 4 pm on the date of arrival, we will gladly refrain from charging your credit card if we manage to let the room to someone else.

2.2. Groups of 10 or more

We ask you to send us written notification as early as possible, if any significant changes need to be made to your reservation. If the reservation is completely cancelled due to no fault of our own, then the following cancellation fees will be charged:

30 days or more before arrival: no charge

15 to 30 days before arrival: 50% of the cancelled rooms

8 to 14 days before arrival: 75% of the cancelled rooms

0 to 7 days before arrival: 100% of the cancelled rooms



2.3. Seminars, events, banquets

30 days or more before the event: no charge
14 to 29 days before the event: 45% of the agreed upon services
3 to 13 days before the event: 60% of the agreed upon services
0 to 2 days before the event: 80% of the agreed upon services

2.3.1. Number of guests

We ask you to provide us with the closest possible number of anticipated guests at least two days before your event. If the actual number differs by more than 5% below the anticipated number, we will have to invoice the difference at the full amount.

3. Payment terms

We reserve the right to demand full or partial advance payment for the reservation. For rooms, seminars or events that are booked with a billing address outside of Switzerland, we require a credit card number with expiration date as security or a 100% advance payment.

4. Further provisions

4.1. Damages

You will be held liable to Hotel Glockenhof for any damage or loss caused by you, your staff or guests, without the hotel having to prove fault. Hotel Glockenhof does not assume liability for the theft or damage of any items brought into the hotel by guests, event organizers, participants, speakers or third parties.

4.2. Applicable law

Swiss law shall govern the legal relationship between you and Hotel Glockenhof. Should any provision of this agreement become invalid, this shall not affect the validity of the remaining provisions. The place of jurisdiction is Zurich, although Hotel Glockenhof reserves the right to file a suit at the defendant's place of jurisdiction.

This is a translation. The legally binding text is the original German version.