

## GENERAL TERMS AND CONDITIONS

### SEMINAR, MEETING & EVENTS

#### 1. Availability of Event Space

The function rooms are available to the organizers of all-day events from 08:00 am to 05:00 pm. The hotel reserves the right to use such premises for further evening events.

#### 2. Set-up of Function Rooms

Rooms can be set up the day before the event, free of charge, from 07:30 pm onwards (subject to availability).

If the organizers would prefer to set up the room before 07:30 pm, 50% of the room rate will be charged.

#### 3. Surcharge for Larger Room (subject to availability)

If a seminar room is needed at short notice, in order to accommodate a larger number of participants than contractually agreed, there will be an additional charge of CHF 10.00 per person.

#### 4. Attendance

The definitive number of participants must be submitted up to 3 days prior to the event.

#### 5. No-shows

Deviations of more than 5% in the number of confirmed participants later than 24 hours prior to the start of the event will result in 100% of the price being charged. This applies to reserved hotel rooms as well as pre-ordered meals.

#### 6. Basis for Calculating the Daily Rate

The number of people given on the final confirmation of reservation is considered as the basis for calculation, unless there are more guests to attend the event or the hotel is informed in writing of a lower number of participants at least 24 hours before the start of the event.

#### 7. Cancellation Policy

The hotel must be given written notice of the cancellation of a confirmed seminar, meeting or event. The following costs will apply:

up to 20 days before the event	no charge
19 to 11 days before the event	50% of the day package or room hire rate
10 to 0 days before the event	80% of the day package or room hire rate

Calculations are made on the basis of the number of participants and duration of the seminar. Both of which are specified in the definitive reservation confirmation.

#### 8. Hotel rooms | Overnight Stays

The hotel must receive a definitive and detailed list of names or rooms at least 7 days prior to the arrival of the guests. Exceeding the confirmed number of participants requires prior written agreement from the hotel. Payment instructions for the hotel rooms and extras are also noted on this list.

#### 9. Check-in | Check-out

Check-in is from 02:00 pm and check-out is until 12:00 noon.

## 10. Early Check-in | Late Check-out

The price for a guaranteed early check-in for the reserved rooms is 100% of the room rate. Subject to availability, early check-in is free of charge from 09:00 am onwards. Late check-out is available until 6 pm and is subject to the following surcharges:

up to 02:00 pm	free of charge
up to 06:00 pm	50% of the reserved room rate
after 06:00 pm	100% of the reserved room rate

## 11. Cancellation Conditions for Hotel Rooms

Individual reservations can be canceled free of charge until 04:00 pm on the day of arrival. Reservations of up to 5 rooms are considered to be group reservations. For groups, customized cancellation policies apply. In case of cancellation of additional rooms outside these terms and conditions, cancellation costs of 80% of the room price for the first night will be charged per room.

Reservation of 5 to 10 rooms

- Cancellation of the entire reservation up to 18 days prior to arrival free of charge
- Cancellation of up to 2 rooms up to 1 day prior to arrival free of charge

Reservation of 11 to 20 rooms

- Cancellation of the entire reservation up to 25 days prior to arrival free of charge
- Cancellation of up to 3 rooms up to 2 days prior to arrival free of charge
- Cancellation of up to 2 rooms up to 1 day prior to arrival free of charge

Reservation of 21 to 30 rooms

- Cancellation of the entire reservation up to 28 days prior to arrival free of charge
- Cancellation of up to 5 rooms up to 18 days prior to arrival free of charge
- Cancellation of up to 3 rooms up to 2 days prior to arrival free of charge
- Cancellation of up to 2 rooms up to 1 day prior to arrival free of charge

Reservation of up to 31 rooms

- Cancellation of the entire reservation up to 28 days prior to arrival free of charge
- Cancellation of up to 5 rooms up to 23 days prior to arrival free of charge
- Cancellation of up to 4 rooms up to 18 days prior to arrival free of charge
- Cancellation of up to 3 rooms up to 2 days prior to arrival free of charge
- Cancellation of up to 2 rooms up to 1 day prior to arrival free of charge

## 12. Early Departure

The hotel must be notified in writing at least 24 hours in advance of an early departure, changes to existing reservations or cancellations of reserved rooms. If the organizers do not give prior notice, the hotel reserves the right to charge for one night or for the duration of the stay per room booked. The hotel reserves the right to resell the room.

## 13. No-Show Room

In the case of a no-show, 100% of the cost of the first night will be charged. If written notice is not given or the guest has not arrived by 12:00 noon on the following day, the room will no longer remain reserved. There is no further entitlement to take up the room reservation.

## 14. Fairs Periods

During trade fairs, exhibitions, congresses, Basel World and Art Basel, separate terms for cancellations are applicable and will be detailed along with room offers.

## 15. Distribution of Gifts

Gifts or documents for distribution to the hotel rooms are to be delivered at the reception. When gifts are received up to 11:00 am on the day of arrival of the participants, they will be sent to the booked room free of charge until 03:00 pm. For gifts which are distributed outside of this time, the hotel will charge a fee of CHF 3.00 per room.

## 16. Parking Spaces

Participants using the hotel's underground parking garage can avail of the following special conditions:

- Participants in a one-day seminar: CHF 8.00 per car per day
- Participants in a one-day seminar plus an overnight stay in the hotel: CHF 16.00 per car per day

## 17. Smoking

All meeting rooms, public areas and hotel rooms are non-smoking. Smokers can avail of a covered smoking area adjacent to the hotel entrance.

## 18. Additional Construction or Dismantling work

The hotel sets up the event space in accordance with prior arrangements made with the organizer. Additional expenses for additional assembly, modification or dismantling work will be charged at CHF 100.00 per employee per hour.

## 19. Disposal of waste

The organizer can dispose of the remains of decorative materials or documents through the hotel. The hotel reserves the right to charge a disposal fee for larger quantities. Materials or documents that are not explicitly handed over to the hotel employees in charge in exchange for a written receipt after the event has ended shall be disposed of (not shredded). The hotel shall not assume any liability whatsoever for the loss of the documents or materials in question.

## 20. Liability

The organizer is liable to the hotel for damage to the equipment or the inventory and for losses caused by the organizer, their auxiliary personnel or participants.

To prevent damage, the installation of decorative material or other objects must be agreed with the hotel. In any event, the organizer shall ensure that the material meets fire regulations.

Guarded cloakrooms are only provided on request and charged at CHF 60.00 per employee hour. The hotel does not accept any responsibility for theft or damage to objects, clothes and materials brought by guests.

## 21. Payment Terms and Prices

All prices are in Swiss Francs and exclude service and VAT. The hotel calculates prices using Swiss Francs. Prices in euro are indicative and will be charged at the current exchange rate.

The hotel reserves the right to require a deposit in excess of CHF 5'000.00 for certain orders. The reservation is complete only after this deposit is received. In case of the event being canceled within the paid cancellation period, the deposit will not be refunded.

If the billing address is abroad, the hotel can take 100% of the confirmed payment in advance (advance payment 30 days before arrival) or charge a valid credit card.

Invoices must be paid within 20 days of the invoice date. No discounts or reductions will be given.

If individual payments are to be made by the participants themselves, the hotel will take the relevant payments on the spot. If this is not possible for any reason, the organizer is obliged to assume the cost if he/she cannot provide a valid billing address for the participant.

## 22. Governing Law and Jurisdiction

Swiss law shall apply exclusively. The jurisdiction, in case of any dispute, is Kloten.

Kloten, January 1st, 2018

 welcome hotels  
Zürich Airport | Zürich | Baden | Basel | Bern