

General Terms and Cancellation Conditions for Individual Reservations

(for groups of 10 rooms or more separate conditions apply)

Provisional

Reservation: A provisional reservation / option is valid for 24 hours, after which the room will be returned to sale.

Definitive

Reservation: Once we have confirmed your reservation, an option / request is definitely booked. Reservation confirmations and changes are only binding when they have been confirmed in writing by the hotel. These will be sent by the hotel within two working days after the reservation at the latest. Please check your confirmation and report any errors or corrections immediately.

Payment:

A valid guest credit card is required to secure the reservation. It serves only as a guarantee before the day of arrival. The amount due can be paid upon arrival. The deposited credit card can be charged by the hotel from the day of arrival for the payment of the stay or any cancellation costs. If no credit card is available, the hotel reserves the right to request 50% of the agreed services as a deposit. Room reservations not covered by credit card guarantee or deposit may be cancelled by the hotel without prior notice.

Changes /

Cancellations:

Changes and cancellations are not binding until they have been confirmed in writing by the hotel. Changes and cancellations made up to 2 days before the date of arrival are free of charge. In case of later cancellation or early departure, we charge 100% of the agreed room rate for the first or following night of the originally planned stay. If several rooms are affected, the first or following night of all rooms will be charged. In case of no-show due to accident/illness, the cancellation fees apply, too. The hotel recommends that you purchase a travel insurance.

Contract

Cancellation:

If the service to be provided by the hotel under the contract is made substantially more difficult or impossible in whole or in part by force majeure or other circumstances for which the hotel is not responsible, the hotel may withdraw in whole or in part without compensation to the extent of the part of the contract not yet fulfilled.

Complaints:

Defects that cannot be remedied immediately on the spot must be reported to the host at kontakt@hotel-stgeorg.ch immediately, but no later than within 24 hours. Unrepaired defects must be confirmed in writing by the host within 7 days. After the deadline has expired, no complaints can be made against the hotel, its representative or third parties.

Liability:

The guest or third parties are liable to the hotel for all damages and losses caused by them. If we cannot hold the guest or third party liable, the person booking the reservation will be liable.

Keeping of

Animals:

Animals may be brought to the hotel only with the consent of the hotel and against payment. The pet owner is obliged to supervise the animal during the stay. Animals are not allowed to be kept on the bed or side bed. For direct (defective equipment) and indirect damage (room blocking) the guest and subsequently the booker of the reservation is liable.

Place of

Jurisdiction:

The exclusive place of jurisdiction is Einsiedeln. Swiss law is applicable.