

General Terms and Conditions for Conferences, Seminars and Banquets

Dear Guest

We are very pleased to note that there is a lively demand for our guest and conference rooms as well as banqueting facilities. However, as we have found that, in the event of a last-minute change of plans or even cancellations, it is quite difficult to fill vacancies, our partners need to honour our general terms and conditions

When you book with us, this what we do and do not do:

- We are committed to honour each and every reservation.
- We will try to sell on any rooms and facilities that may become available at the last minute.

You can avoid cancellation fees:-

- by making a provisional reservation for some of the rooms you require so that you will only have to commit as and when we receive a reservation request from a third party;

1. Booking Terms and Conditions

- 1.1 The contract comes into effect when the Guest has returned their copy of the confirmation, duly signed, within the stipulated delay.
- 1.2 The Guest must communicate in writing any cancellations, as well as changes and adjustments to booked services.
- 1.3 In the event of non-fulfilment of these obligations, the Guest is liable for damages.

2. Seminars and Conferences, Overnight Stays

- 2.1 Charge for cancellation at up to 91 days' notice: CHF 100.-
- 2.2 Charge for cancellation at 90 days' notice or shorter:

For outright cancellation of event or For changes and adjustments to booked services at

90 to 61 days' notice:	25% of value of booked services*
60 to 31 days' notice:	50% of value of booked services*
30 to 2 days' notice:	75% of value of booked services*
Less than 48 hours' notice:	100% of value of booked services*

*These rates are based on the confirmed value of booked services, i.e. package day rates; overnight stay rates; rates for rooms and facilities.

Please see reverse for terms of cancellation for meals, finger food and cocktails/aperitifs, snacks.



3. Meals, finger food, cocktails/aperitifs, snacks

There is a charge for the private use of our banqueting facilities, from which the costs of your meals are deducted in full (excluding cocktails/aperitifs and beverages).

3.1 Reservations with defined private-use charge

If no meals have been selected, the reserved service is equivalent to the private-use charge.

If meals have been selected, the reserved service is equivalent to the total price for all the meals, unless this amount is lower than the private-use charge, in which case the private-use charge will be considered equivalent to the reserved service.

3.2 Reservations made without definition of private-use charge for facilities

If no meals have been selected, the following cancellation charges apply:

- for banquets and finger food: CHF 45.00 times number of persons reserved
- for cocktails/aperitifs and snacks: CHF 20.00 times number of persons reserved

If meals have been selected, the reserved service is equivalent to the total price for all the meals.

3.3 For outright cancellation of event or for reductions in numbers of persons attending at

90 to 61 days' notice:	25% of value of booked services
60 to 31 days' notice:	50% of value of booked services
30 to 2 days' notice:	75% of value of booked services
Less than 48 hours' notice:	100% of value of booked services

4. Liability

The Organiser is liable for any kind of damage caused by the Organiser and/or their guests or participants while on the premises of Kartause Ittingen.

5. Payment arrangements

The Kartause Ittingen is entitled to request a partial or full advanced payment for the booked service features. For the settlement of the amount invoiced we do only accept payment via bank transfer. Credit card payment is excluded.

6. Place of jurisdiction

The place of jurisdiction is Warth, Switzerland; any and all agreements concluded with us are subject to Swiss law.

Valid from 2018. This document replaces any previous Terms and Conditions.

