

General Terms and Conditions

Reservations

Reservations become binding as soon as we have received the copy of the reservation confirmation, which has been signed by the event organiser, together with the agreed down-payment.

Payment conditions

A down-payment of **10% of the total (however at least (CHF 500.–)** is due 30 days after conclusion of the contract and will be credited in full to the final invoice.

The advance payment of other partial amounts can be demanded from Hotel Artos after consultation with the event organiser. Unless there is an agreement to the contrary, we shall give the event organiser a final invoice on departure for all the agreed services provided, to be paid within 10 days net. Extras such as drinks, telephone calls etc. are to be paid by participants on departure.

Liability

Hotel Artos Interlaken shall make every possible effort to provide the services ordered on time and with a high level of quality so that your event is a success. No liability claims against the hotel can result from this.

Furthermore, the hotel shall not be liable either to the event organiser or participants for items brought into any hotel rooms; the hotel premises or cars parked in the underground garage; damage and accidents, which occur during the use of the hotel's facilities.

The event organiser shall be liable for the payment of all the services ordered and requested as well as for damage caused by himself, his employees or participants at the event to buildings, furnishings and equipment, without evidence of fault. Setting-up presentation material and decorations is permitted only with the consent of the hotel. Insurance is a matter for the event organiser or the participant respectively.

Cancellations

If fewer rooms or beds are required, the reservation can be reduced up to 2 months before arrival by 30%, up to 1 month before by 15% without any additional costs. Unless there is notification to the contrary, when you make the final reservation you guarantee us the payment of **90% of the agreed costs**.

If a final reservation has to be cancelled in full, we request written notification. The later the cancellation is made, the more difficult it is for the hotel to still find occupants for the beds and rooms, which have been reserved. If cancellation is received at short notice, we will therefore have to charge compensation. We will do so only if we are unable to find a replacement of equivalent value for the reservation.

Cancellation charges

Period	Groups and seminars with overnight accommodation	Day seminars
After final reservation	Administrative charge CHF 100.–	Administrative charge CHF 50.–
90 to 61 days before arrival	20% of the agreed charges	Administrative charge CHF 50.–
60 to 31 days before arrival	50% of the agreed charges	Administrative charge CHF 50.–
30 to 11 days before arrival	70% of the agreed charges	50% of the room rent
From 10 days before arrival	85% of the agreed charges	75% of the total cost

Down-payments and any advance payments, which exceed the total amount of the cancellation costs, shall be repaid immediately in the event of a cancellation. **In any case, please contact us. We will try to find a solution which is acceptable to both sides.**

All prices shown in Swiss francs CHF; incl. VAT.