

## Our booking conditions

Dear guest

Welcome to the Kartause Ittingen.

### 1. Field of application

Our booking conditions apply to individual guest bookings up to a maximum of 3 rooms (excluding group bookings such as weddings or seminars) at the Kartause Ittingen.

### 2. Reservation and contract conclusion

The contract for the hotel room rental and other services is concluded with the confirmation by Kartause Ittingen. Online-booking and the reservations by the guest/event organizer come to conclusion with our booking confirmation.

### 3. Rates and exchange rate

All prices are in Swiss francs (CHF) and include the statutory value added tax. All published rates are subject to change at any time. Rates confirmed by Kartause Ittingen in written form retain validity. No deductions can be granted if partial services are not purchased.

### 4. Credit cards

For reservation requests via the Kartause Ittingen's online reservation system you will need a credit card that is valid at least until the day of your departure. Your card is only needed to secure your reservation. No transaction will be made at the time of your booking. Your credit card data is encrypted with SSL technology. Any transaction will be authorized online by the relevant credit card company.

### 5. Payment

The offer rate as stated in the booking confirmation is to be paid cash or by credit card at the time of departure.

### 6. Cancellations

All cancellations of reservations must be made in written form. In order to be free of charge, the cancellation of the room reservation has to be made until 12 am, 3 days prior to your arrival date. In case of later cancellation we will charge the full amount of your booked stay. This also applies in case of any shortening of your booking, late arrival or early departure.

### 7. Booking and cancellation of special rates

The reservation of special rates / non refundable rates through the online-reservation system of Kartause Ittingen or other online-booking platforms is only possible with a valid credit card. Your credit card will be charged at the time of your booking. Cancellation or modification is not possible.

### 8. Data privacy

We commit ourselves not to pass on your personal data to third parties. Moreover we assure you to handle all data confidentially. All data necessary for processing transactions will be saved. The client agrees that personal data may be used to inform about news and offers of Kartause Ittingen.

### 9. Legal jurisdiction

All our business activities are exclusively subject to the Swiss law. Place of jurisdiction is Warth-Weiningen.

Valid from 2021, replaces all previous terms of conditions

